

# **EXHIBIT A**

1  
2  
3  
4  
5  
6  
7  
**UNITED STATES DISTRICT COURT  
WESTERN DISTRICT OF WASHINGTON**

8  
9  
10  
11  
12  
13  
FEDERAL TRADE COMMISSION,

Plaintiff,

v.

AMAZON.COM, INC., a corporation,

Defendant.

**Case No. 2:23-cv-0932**

**COMPLAINT FOR PERMANENT  
INJUNCTION, CIVIL  
PENALTIES, MONETARY  
RELIEF, AND OTHER  
EQUITABLE RELIEF**

14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
Plaintiff, the Federal Trade Commission (“FTC” or “the Commission”), alleges:

1. Plaintiff brings this action under Sections 5(a), 5(m)(1)(A), 13(b), 16(a), and 19 of the Federal Trade Commission Act (“FTC Act”), 15 U.S.C. §§ 45(m)(1)(A), 53(b), 57b, and the Restore Online Shoppers’ Confidence Act, (“ROSCA”), 15 U.S.C. § 8404, which authorize the FTC to seek, and the Court to order, permanent injunctive relief, restitution, civil penalties, and other equitable relief for Defendant’s acts or practices in violation of Section 5(a) of the FTC Act, 15 U.S.C. § 45(a), and Section 4 of ROSCA, 15 U.S.C. § 8403.

## SUMMARY OF CASE

2. For years, Defendant Amazon.com, Inc. (“Amazon”) has knowingly duped millions of consumers into unknowingly enrolling in its Amazon Prime service (“Nonconsensual Enrollees” or “Nonconsensual Enrollment”). Specifically, Amazon used manipulative, coercive, or deceptive user-interface designs known as “dark patterns” to trick consumers into enrolling in automatically-renewing Prime subscriptions.

3. The Nonconsensual Enrollment problem was well known within Amazon. The company’s internal documents are littered with references to “accidental” signups. In early 2019, for example, an Amazon survey showed [REDACTED] of consumers stated their reason for cancelling Prime was that they never intended to enroll in the first place. And in September 2020, Amazon estimated that [REDACTED] Prime subscribers were “unaware” they had subscribed to Prime.

4. In a draft memorandum from late 2020, Amazon designers and researchers documented the company’s use of techniques “designed to mislead or trick users to make them do something they don’t want to do, like signing up for a recurring bill.”

5. Some Amazon employees pushed the company executives responsible for Prime—including Neil Lindsay (“Lindsay”), Russell Grandinetti (“Grandinetti”) and Jamil Ghani (“Ghani”)—to address Nonconsensual Enrollment and make changes so that Amazon would not be tricking its customers. One employee, for example, wrote to Ghani: “The way I see it, we are not winning for customers by ignoring the simple and obvious lack of information but applauding a business gain. We congratulate when someone changes a headline color, or the

1 style of a table, but don't notice we are not even telling customers what they are signing up for  
2 ....”

3 6. Despite their knowledge of the problem and pleas from some employees to fix it,  
4 Amazon and its leadership—including Lindsay, Grandinetti, and Ghani—slowed, avoided, and  
5 even undid user experience changes that they knew would reduce Nonconsensual Enrollment  
6 because those changes would also negatively affect Amazon's bottom line. As one internal  
7 memorandum stated, Amazon decided “clarifying” the enrollment process was not the “right  
8 approach” because it would cause a “shock” to business performance.

9 7. For years, Amazon also knowingly complicated the cancellation process for  
10 Prime subscribers who sought to end their membership. Under significant pressure from the  
11 Commission—and aware that its practices are legally indefensible—Amazon substantially  
12 revamped its Prime cancellation process for at least some subscribers shortly before the filing of  
13 this Complaint. However, prior to that time, the primary purpose of the Prime cancellation  
14 process was not to enable subscribers to cancel, but rather to thwart them. Fittingly, Amazon  
15 named that process “Iliad,” which refers to Homer's epic about the long, arduous Trojan War.  
16 Amazon designed the Iliad cancellation process (“Iliad Flow”) to be labyrinthine, and Amazon  
17 and its leadership—including Lindsay, Grandinetti, and Ghani—slowed or rejected user  
18 experience changes that would have made Iliad simpler for consumers because those changes  
19 adversely affected Amazon's bottom line.

20 8. As with Nonconsensual Enrollment, the Iliad Flow's complexity resulted from  
21 Amazon's use of dark patterns—manipulative design elements that trick users into making  
22 decisions they would not otherwise have made.

**JURISDICTION AND VENUE**

9. This Court has subject matter jurisdiction pursuant to 28 U.S.C. §§ 1331, 1337(a), and 1345.

10. Venue is proper in this District under 28 U.S.C. § 1391(b)(2), (b)(3), (c)(1), (c)(2), (c)(3), and (d), and 15 U.S.C. § 53(b).

**PLAINTIFF**

11. The FTC is an independent agency of the United States Government created by the FTC Act, which authorizes the FTC to commence this district court civil action by its own attorneys. 15 U.S.C. §§ 41-58. The FTC enforces Section 5(a) of the FTC Act, 15 U.S.C. § 45(a), which prohibits unfair or deceptive acts or practices in or affecting commerce. The FTC also enforces ROSCA, 15 U.S.C. §§ 8401-8405, which prohibits the sale of goods or services on the Internet through negative option marketing without meeting certain requirements for disclosure, consent, and cancellation to protect consumers. A negative option is an offer in which the seller treats a consumer's silence—*i.e.*, their failure to reject an offer or cancel an agreement—as consent to be charged for goods and services. 16 C.F.R. § 310.2(w).

**DEFENDANT**

12. Defendant Amazon transacts and has transacted business in this District and throughout the United States. It is one of the world's largest online retailers, and is headquartered in Seattle, Washington, with its principal place of business at 410 Terry Avenue North, Seattle, Washington 98109.

COMPLAINT  
Case No. 2:23-cv-0932

Federal Trade Commission  
600 Pennsylvania Ave. NW  
Washington, DC 20580  
(202) 326-3320



### Typical Prime Enrollment Experiences

20. Consumers can subscribe to Prime through multiple pathways including through Amazon devices (like the Amazon Fire TV streaming device), while using Prime Video, or through Prime’s unique webpage (“Prime Central”). However, [REDACTED] subscriptions occur through the Amazon shopping checkout process.

21. The basic consumer checkout enrollment experience proceeds as follows on both desktop and mobile devices. Consumers who are not Prime members visit Amazon’s website—www.Amazon.com—to shop. They place items in their cart, and then provide (or confirm) their billing and address information. They then select a large orange “Continue” button, which typically appears in the lower right corner of the page, and move through additional pages to proceed with their purchase. Finally, consumers either complete their order by purchasing the items in their cart or abandon their cart.

22. Amazon presents all consumers who are not Prime subscribers with at least one opportunity (also known as an “upsell”)—and often several opportunities—to join Prime before those consumers place their order on the final checkout page. Amazon has two primary types of upsells that enroll consumers: interstitials and non-interstitials. An interstitial is a page that interrupts consumers’ online shopping experience by appearing before the page that consumers seek to access in the first place. In contrast, non-interstitial upsells are elements imbedded within checkout pages, including shipping-option selection and payment pages.

23. On desktop devices, Amazon has several Prime upsells: an interstitial upsell called the Universal Prime Decision Page (“UPDP”), and three non-interstitial upsells called the Shipping Option Select Page (“SOSP”), Single Page Checkout (“SPC”), and True Single Page Checkout (“TrueSPC”). On mobile devices, Prime upsells mirror those on desktop, and include the UPDP, SOSP, and SPC.

24. **UPDP on Desktop.** Amazon calls the Prime interstitial upsell the Universal Prime Decision Page. Although the UPDP has changed over time, it generally interrupts consumers’ online shopping experience by presenting them with a prominent button to enroll in Prime and a comparatively inconspicuous link to decline. Consumers cannot avoid the UPDP. The upsell forces consumers to select either the button or the link to proceed to checkout. *See Attachments A–D.*

No thanks, I do not want fast, free shipping

Get FREE Two-Day Shipping

Enjoy Prime FREE for 30 days

25. The UPDP’s orange button, which enrolls a consumer in Prime if clicked, is located toward the bottom right of the screen and often includes language referencing “free shipping” or a “free trial.” For instance, in May 2018, the UPDP orange button read: “Get FREE Two-Day Shipping.” *See Attachment A.* In February 2020, the button read “Get FREE Two-Day Delivery.” *See Attachment B.* In some instances, the button reads “Start Your 30-Day Prime FREE Trial” or a variant thereof, as it did in October 2018 and July 2020. *See Attachments C and D.* Additionally, the button is stacked above a gray box that either states

1 “Enjoy Prime FREE for 30 days,” *see* Attachment A and B, “No minimum order size,” “No  
2 commitments. Cancel anytime,” *see* Attachments C and D, or similar language.

3 26. If a consumer clicks the orange button, Amazon enrolls the consumer in a Prime  
4 free trial, even if the consumer later abandons the cart and does not order the merchandise.

5 27. The UPDP’s blue link, which declines the Prime membership if clicked, is located  
6 towards the bottom left of the screen and includes language that the consumer will not receive  
7 “free shipping.” For example, in 2018, the blue link read “No thanks, I do not want fast, free  
8 shipping,” *see* Attachment A, and in February 2020 read “No thanks, I do not want fast, FREE  
9 delivery,” *see* Attachment B. Sometimes the blue link refers to benefits more generally. For  
10 example, in October 2018, the link stated “Continue without the Amazon Prime benefits.” *See*  
11 Attachment C. More recently, the link states “No thanks.” *See* Attachment D.

12 28. The contrast between an orange “double-stacked” button to enroll in Prime and a  
13 blue link to decline prioritizes the enrollment option over the decline option and creates a visual  
14 imbalance. *See* Attachments A–D.

15 29. The UPDP does not adequately disclose the price of the monthly auto-renewal  
16 feature of Prime. That information is located in small print at the bottom of the page, along with  
17 a link to the Prime terms and conditions. *See* Attachments A–D.

18 30. By October 2022, Amazon modified the circumstances under which prospective  
19 members see the UPDP. Amazon distinguishes between (i) existing Amazon accountholders  
20 who are not Prime subscribers, but have shopped on Amazon before and created a profile with  
21 shipping and billing information, and (ii) consumers who have not shopped on Amazon before or  
22

are otherwise not associated with an existing customer profile. At present, the checkout flow UPDP presents as follows to consumers with an existing Amazon account:

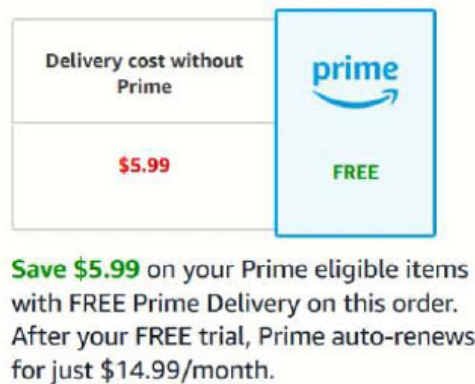
(a) The UPDP contains a banner across the top reading: “thank you for being a loyal customer. We’re giving you Prime FREE for 30 days,” with a line immediately below stating the date by which the customer will receive the items “with Prime.” *See Attachment E.*

**Test, thank you for being a loyal customer.  
We're giving you Prime FREE for 30 days.**

Receive eligible items **Thursday, Dec. 22 by 8PM** with Prime

(b) On the right-hand side beneath the banner, Amazon places a chart comparing the delivery cost without Prime (\$5.99 in *Attachment E*) with the free delivery cost of Prime. Below the chart, Amazon states how much money the consumer would save on their “Prime eligible items” with “FREE Prime Delivery” on the order. Amazon also states that “After your FREE trial, Prime auto-renews for just \$14.99/month.” *See Attachment E.*

Delivery details:



(c) On the bottom right-hand side, Amazon places a double-stacked button. The orange top button reads “Get FREE Prime Delivery with Prime,” and the bottom grey box

reads “Enjoy Prime FREE for 30 days.” *See Attachment E.* If the consumer clicks on the orange button, Amazon enrolls the consumer into Prime, even if the consumer does not complete the order for the items in their cart.

(d) On the bottom left-hand side, Amazon has placed a blue link that reads “No thanks.” A consumer clicking this link would avoid a Prime membership and proceed to the following page of the checkout flow. *See Attachment E.*

No thanks

Get FREE Prime Delivery with Prime  
Enjoy Prime FREE for 30 days

(e) To continue purchasing the item(s) in their cart, consumers must either choose the larger orange “Get FREE Prime delivery” button or the smaller blue “No thanks” link. *See Attachment E.*

(f) At the very bottom of the page, in small print, Amazon presents a link to the Prime terms and conditions, and text stating: “Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.” *See Attachment E.*

31. At present, the UPDP within the checkout flow presents as follows to consumers who set up a brand-new Amazon account in making their first purchase:

(a) The UPDP reads “Try Prime FREE for 30 days and save \$5.99 on this order in both shipping and savings. Cancel anytime” at the top. Underneath, Amazon adds “After your trial, Prime is only \$14.99/month.” Amazon also includes a table listing additional

Prime benefits, such as “Fast, FREE delivery on Prime eligible items,” “All the music + top podcasts ad-free on Amazon Music,” and “Prime Video.” *See Attachment F.*

(b) Amazon then shows two buttons. The orange button on the right states “Sign up for Prime” and the grey button on the left states “Not right now.” If a consumer clicks on the “Sign up for Prime,” Amazon immediately enrolls the consumer. *See Attachment F.*

(c) At the bottom of the page, in small print, Amazon presents a link to the Amazon Prime terms and conditions, as well as text that reads: “Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.” *See Attachment F.*

(d) The UPDP appears “on top” of the last page of the checkout flow, forcing the consumer to select “Sign up for Prime” or “Not right now” to proceed to the last page of the checkout flow. *See Attachment F.*

The screenshot displays the Amazon Prime sign-up interface. At the top, a banner reads: "Try Prime FREE for 30 days and save \$5.99 on this order in both shipping and savings. Cancel anytime. After your trial, Prime is only \$14.99/month." Below this, a table lists "More Prime Benefits":

Benefit	Status
Fast, FREE delivery on Prime eligible items	Included
All the music + top podcasts ad-free on Amazon Music	Included
Prime Video	Included

Below the table, there is a checkbox labeled "Use my gift card balance, when available, to pay for Prime." which is checked. At the bottom, there are two buttons: "Not right now" (grey) and "Sign up for Prime" (orange). A mouse cursor is hovering over the "Sign up for Prime" button. Below the buttons, a small disclaimer states: "By signing up, you acknowledge that you have read and agree to the Amazon Prime Terms and Conditions and authorize us to charge your default payment method (Visa \*\*\*\*-1111) or another available payment method on file after your 30-day free trial. Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings. For customers in Hawaii, Puerto Rico, and Alaska please visit the Amazon Prime Shipping Benefits page to check various shipping options."

32. Separate from the UPDP, various Prime upsells appear as elements within the online checkout flow, which itself appears in various versions to consumers depending on factors

(i.e., whether a consumer has previously declined a Prime upsell). There are three desktop checkout flow variations: a) the Shipping Option Select Page, b) the Single Page Checkout page, and c) the True Single Page Checkout.

33. **SOSP on Desktop.** The Shipping Option Select Page sought to enroll consumers in Prime by providing them a series of shipping options, with estimated delivery dates, and pre-selecting the fastest shipping option, which also enrolled consumers in Prime. The upsell promised, for example, “FREE Same-Day Delivery” and a “30-day FREE trial of Prime,” but failed to disclose Prime’s price or the fact that the subscription service would renew automatically. The SOSP provided only a belated, inconspicuous disclosure of the terms of Prime membership.

34. In particular, the SOSP checkout flow on desktop began with a page where the consumer could check out, followed by a page to select or input a shipping address, and then a “Choose your shipping options” page, where consumers selected their shipping options for the items they were purchasing. *See Attachment G*, at 3–4. This page displayed the different shipping options, including speed and price. The SOSP shipping options page preselected the first option—“FREE Same-Day Delivery with a free trial of Amazon Prime”—which would enroll the consumer in Prime. If the consumer did not want free shipping with Prime, the consumer needed to select another option to avoid a Prime membership. Above the shipping options, Amazon displayed an orange banner stating “Good news [name], we’re giving you a 30-day FREE trial of Prime.” The page did not show the price of a Prime subscription, nor did it disclose the monthly auto-renewal. *See Attachment G*, at 4.

Choose a delivery option:

Good news Test, we're giving you a 30-day FREE trial of Prime

- ☒ Today  
FREE Same-Day Delivery with a free trial of [amazonprime](#)
- ☐ Tuesday, May 25  
FREE Shipping
- ☐ Sunday, May 23  
\$7.52 - Shipping
- ☐ Saturday, May 22  
\$10.60 - Shipping
- ☐ Today 2PM - 6PM  
\$12.99 - Fastest Delivery

Continue

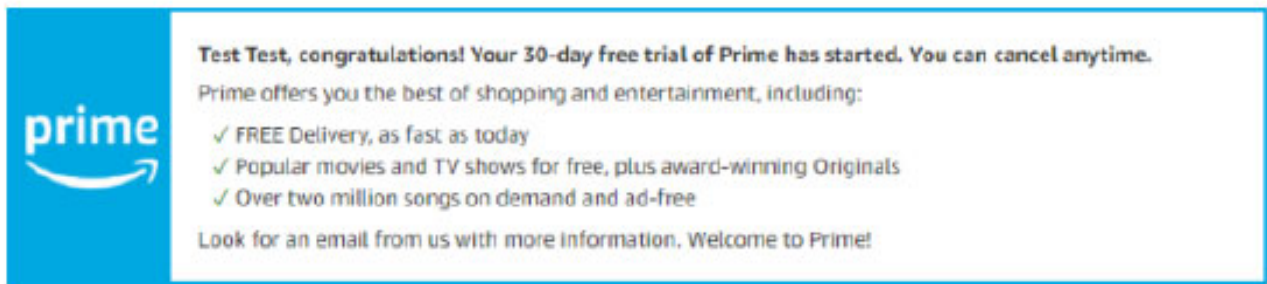
35. Once the consumer selected a shipping option, the consumer proceeded to the “payment method” page to choose the payment method (e.g., credit card). The page made no mention of Prime even though Amazon would automatically charge the chosen payment method for Prime after the 30-day free trial expired. *See Attachment G*, at 5.

36. After the consumer selected a payment method, the consumer proceeded to a UPDP page that required consumers to choose between options to “Start your Prime FREE trial” (which continues to enroll the consumer in Prime), and to decline (which avoids a Prime membership). *See Attachment G*, at 6. The options were visually imbalanced, with the sign-up option being larger and a brighter color. The page top stated, in large font, “we’re giving you a 30-day FREE trial of Prime.” Beneath that text, in smaller font, read “After your FREE trial, Prime is just \$12.99/month.” At the very bottom, in the middle of a block of text in small font, was the statement “Your Amazon Prime membership continues until cancelled. If you do not

wish to continue for \$12.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.”

37. Either selection brought the consumer to the final “checkout” page. This page displayed the total price of the item(s) in the consumer’s cart. The total did not include the price of a Prime membership, even for consumers who reached the checkout page by selecting the free shipping button that enrolled them in Prime. *See Attachment G*, at 7.

38. If Amazon enrolled the consumer into Prime at any point in the SOSP checkout flow, Amazon displayed “[Name], congratulations! Your 30-day free trial of Prime has started. You can cancel anytime.” *See Attachment G*, at 7. The text did not disclose Prime’s price, nor did it disclose the monthly auto-renewal.



39. Amazon discontinued the SOSP checkout version by October 2022, after Amazon had received a Civil Investigative Demand (“CID”) from the Commission in March 2021, and a second CID in June 2022.

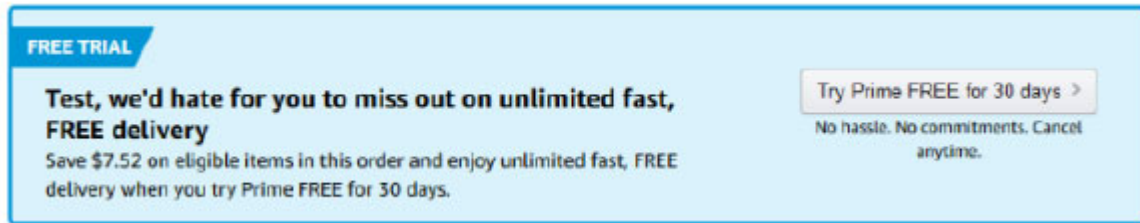
40. **SPC on Desktop.** The Single Page Checkout presented consumers with multiple Prime upsells, including on the final “checkout” page. Like the SOSP, the SPC upsells did not contemporaneously disclose Prime’s price or the fact that the subscription would auto-renew,

1 and they contained misleading language. If selected, at least one SPC upsell enrolled the  
2 consumer in Prime, even if the consumer did not complete the online checkout process.

3 41. Similar to the SOSP version, the SPC checkout flow began with a page that asked  
4 the consumer to confirm their billing address, then a page that displayed the different shipping  
5 options from which consumers chose. *See Attachment H*, at 3–4.

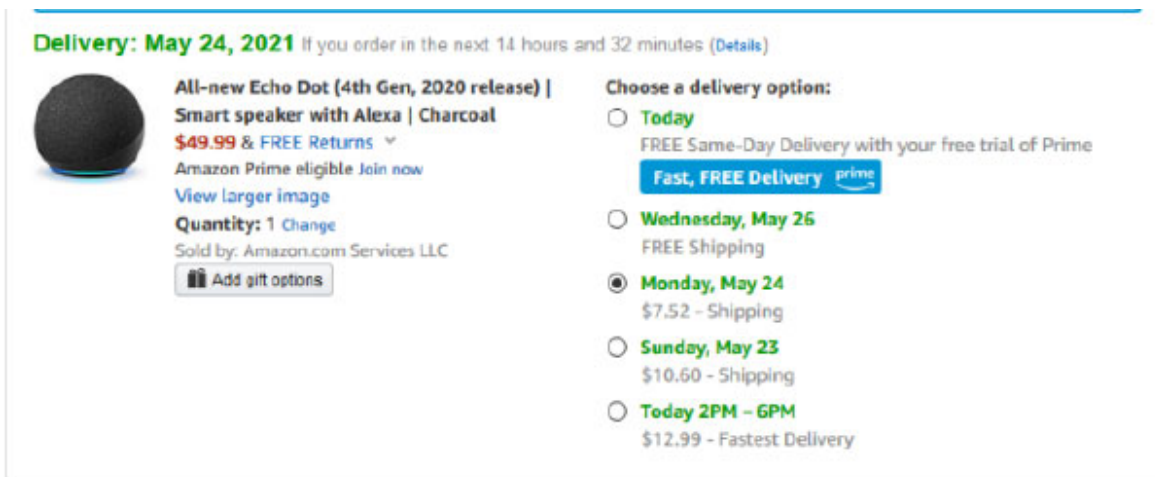
6 42. Like in the SOSP version, the SPC shipping options page emphasized the first  
7 option—“FREE Same-Day Delivery with a free trial of Amazon Prime.” *See Attachment H*, at  
8 4. The SPC also displayed an orange banner above the shipping options, which stated “Good  
9 news [name], we’re giving you a 30-day FREE trial of Prime.” The page did not disclose  
10 Prime’s price, nor did it disclose the monthly auto-renewal.

11 43. Once a consumer selected a shipping option, the consumer proceeded to the final  
12 checkout page. *See Attachment H*, at 5. If the consumer did not select the “shipping option” that  
13 would enroll them in Prime, Amazon presented additional Prime upsells. For example, Amazon  
14 sometimes presented a prominent blue box in the center of the page. On the left side of the box,  
15 Amazon stated, in bold, “[Name], we’d hate for you to miss out on unlimited fast, FREE  
16 delivery,” and “Save \$7.52 on eligible items in this order and enjoy unlimited fast, FREE  
17 delivery when you try Prime FREE for 30 days.” On the right side of the box, Amazon  
18 displayed a gray button that read “Try Prime FREE for 30 days,” with “No hassle. No  
19 commitment. Cancel anytime” underneath. Amazon enrolled consumers who clicked on this  
20 gray button in Prime, even if those consumers did not complete their purchase.



44. Consumers enrolled in Prime through the SPC if they pressed a prominent button labelled “Try Prime FREE for 30 days,” or selected the “Fast FREE Delivery” shipping option. The SPC did not include information about Prime’s price or auto-renewal. *See Attachment H*, at 5.

45. Amazon displayed delivery options underneath the blue box. The first delivery option is “FREE Same-Day Delivery with your free trial of Prime.” If a consumer selected this option and then clicked on the “Place Your Order” yellow button on the top right side of the screen, Amazon enrolled that consumer. *See Attachment H*, at 5.



46. Nowhere on this page did Amazon disclose Prime’s price or its monthly auto-renewal feature. *See Attachment H*, at 5.

47. If a consumer selected an option to enroll in Prime, the next page (which the consumer needed to get through to complete the product purchase) showed after-the-fact disclaimers. First, in the middle of the page, blue text read: “A 30-day FREE trial of Amazon Prime has been added to your order. Your order has been upgraded to fast, FREE shipping.” Beneath this, in smaller black font, read: “After your free trial, Prime is just \$12.99/month. Cancel anytime.” Second, on the right, beneath the orange “Place your order” button in small font was a block of text that linked to terms and conditions and included the lines: “Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$12.99/month plus any applicable taxes after your first month, you may cancel anytime by visiting Your Account.” See Attachment H, at 6.

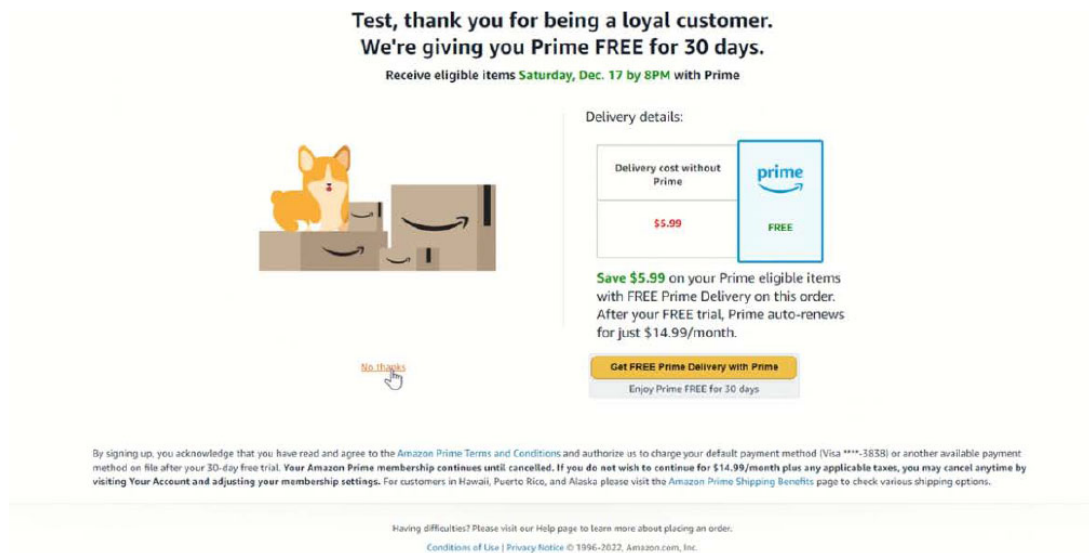
48. Amazon discontinued the SPC in late 2022, after it received a CID from the Commission in March 2021, and a second CID in June 2022.

49. **TrueSPC on Desktop.** In October 2022, Amazon replaced SPC with a modified version of the checkout flow it calls True Single Page Checkout. See Attachments I–K. TrueSPC consolidates the checkout flow’s multiple pages onto a single page that includes four vertically stacked steps, with the first step (entry or confirmation of the shipping address) at the top. Each step corresponds with a page that existed previously in the SPC version of the checkout flow. As the consumer completes a step, that step minimizes and the next step expands for the consumer to complete. Though Amazon regularly modifies the TrueSPC checkout flow, it always includes at least one Prime upsell on the TrueSPC flow after the consumer has entered their billing information.

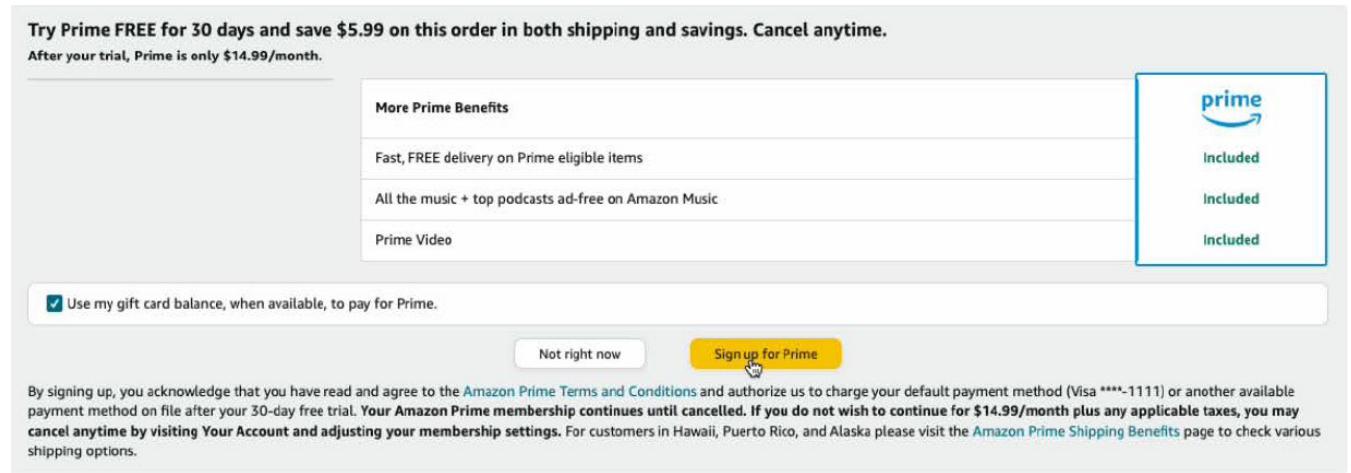
50. TrueSPC contains many problematic elements present in the UPDP, SOSP, and SPC—including misleading language and other manipulative designs—which lead consumers to enroll in Prime without consent.

51. The TrueSPC checkout experience varies depending on whether the consumer already has an Amazon account with saved default billing and shipping information. *Compare Attachment I with Attachments J and K.*

52. Consumers who already have an Amazon account and have already provided billing information must sign in and click a large orange button labelled “Continue” to reach the next step. Amazon presents such consumers with a UPDP that interrupts the checkout flow. To proceed to the next page in the TrueSPC checkout flow, consumers must either choose the large orange “Get FREE Prime Delivery with Prime” button or the “No thanks” link. *See Attachment I, at 3.* Regardless of the consumer’s choice, the consumer then reaches the TrueSPC checkout page.



53. Consumers who have not yet set up an Amazon account see a different version of the UPDP. *See Attachment K*, at 4.



54. The TrueSPC checkout page involves discrete steps numbered one through four on the left and an “Order Summary” box on the right. *See Attachment I*, at 4. The consumer must address all four elements on the left to place an order.

55. The first element is the shipping address, and the second element is the payment method. Consumers who already have an Amazon account can change their shipping address and payment method; consumers who do not already have an account must input this information. *See Attachment I*, at 4.

amazon Checkout (1 item)

1 Shipping address Domestic [Change](#)  
515 WESTLAKE AVE N  
SEATTLE, WA 98109-4304  
[Add delivery instructions](#)

Or pick up near this address - See nearby pickup locations

2 Payment method **VISA** Visa ending in 3858 [Change](#)  
Billing address: Same as shipping address.  
Add a gift card or promotion code or voucher  
Enter code [Apply](#)

3 Offers [Change](#)

4 Review items and shipping

**FREE TRIAL**  
Test, we're giving you Prime FREE for 30 days!  
Get your Prime eligible items for ~~\$5.99~~ FREE.

[Get FREE Prime Delivery with Prime](#)  
No hassle. No commitments. Cancel anytime.

**Delivery: Dec. 17, 2022** if you order in the next 5 hours and 41 minutes (Details)  
Items shipped from Amazon.com

**Kindle Paperwhite (8 GB) - Now with a 6.8" display and adjustable warm light**  
**\$109.99 & FREE Returns**  
Qty: 1 [v](#)  
Sold by: Amazon.com Services LLC  
Amazon Prime eligible join now  
☒ Link device to your Amazon account to simplify setup.  
Why is this important? [v](#)

**Choose a delivery option:**  
☐ FREE Prime Delivery with your free trial of Prime  
☒ **Fast, FREE Delivery** [Amazon](#)  
☐ Monday, Dec. 19  
☒ **FREE Shipping**  
☒ **Saturday, Dec. 17**  
\$5.99 - Shipping

[Add gift options](#)  
☐ Reserve with Layaway for \$22.00. Item ships after payments are complete.

56. Amazon does not expand the third element, “Offers,” to consumers who do not already have an Amazon account, so those consumers skip this element. *See Attachment I*, at 4.

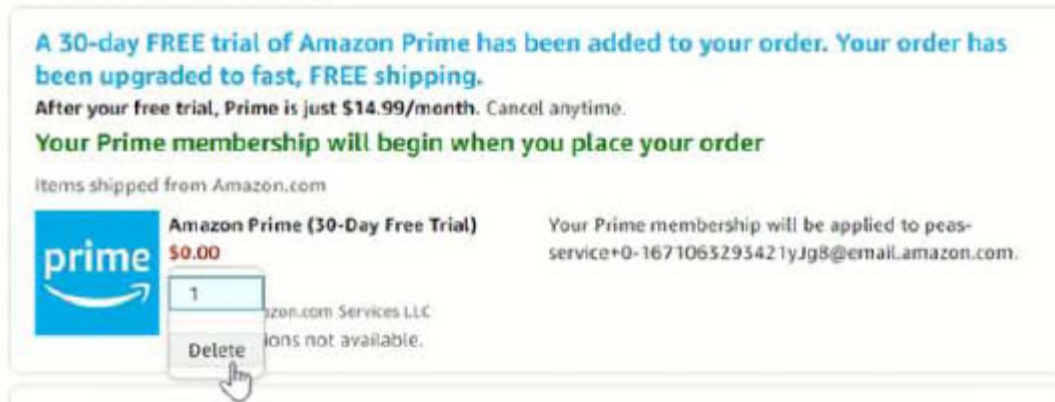
57. The fourth element, “Review items and shipping,” summarizes the consumer’s cart contents. *See Attachment I*, at 4. Assuming the consumer did not enroll in Prime via the UPDP page, this element also presents two Prime upsells. Amazon has placed the first upsell within a large blue banner. On the right side of that blue banner, Amazon has a grey button that reads “Get FREE Prime Delivery with Prime,” with “No hassle. No Commitments. Cancel Anytime” underneath. On the left side of the blue banner, Amazon states “Free Trial” and “we’re giving you Prime FREE for 30 days!” Amazon also includes “Get your Prime eligible items for ~~\$5.99~~ FREE,” crossing out the price of shipping without Prime in red.

#### 4 Review items and shipping



58. If a consumer clicks on the grey button “Get FREE Prime Delivery with Prime,” Amazon replaces the blue banner with a white box and changes the text to: “A 30-day FREE trial of Amazon Prime has been added to your order. Your order has been upgraded to fast, FREE shipping.” See Attachment I, at 5. In smaller font, the text also reads “After your free trial, Prime is just \$14.99/month. Cancel anytime.” The consumer can continue their purchase without Prime only if the consumer clicks on a small box that displays the “quantity” of Prime subscriptions and selects “Delete” instead of “1.”

#### 4 Review items and shipping



59. Amazon placed the second upsell in the delivery options stating “Free Trial” and “we’re giving you Prime FREE for 30 days!” See Attachment I, at 4. The first delivery option then reads: “FREE Prime Delivery with your free trial of Prime,” with “Fast, FREE Delivery”

1 immediately underneath. If a consumer selects this delivery option and then clicks on “Place  
2 your order and pay,” Amazon enrolls the consumer in Prime.



60. For those consumers who have not enrolled in Prime, the third element (“Offers”) automatically opens after they input their shipping and payment information, and it presents a version of the UPDP. See Attachment J, at 7. A list of “Prime Benefits” appears above an orange button (“Sign up for Prime”) that adds a membership to the consumer’s order, and a smaller white button (“Not right now”) that declines Prime. To continue, the consumer must choose one of these options or close the element by clicking a small link in the upper right. See Attachment J, at 7.

1 **Offers** Close

2

3 **Test, try Prime FREE for 30 days and save \$5.99 on this order in both shipping and savings. Cancel anytime.**

4 **After your trial, Prime is only \$14.99/month.**

5

More Prime Benefits	
Fast, FREE delivery on Prime eligible items	Included
All the music + top podcasts ad-free on Amazon Music	Included
Prime Video	Included

6

7

8

9 ☒ Use my gift card balance, when available, to pay for Prime.

10 Not right now Sign up for Prime

11 By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorize us to charge your default payment method (Visa \*\*\*\*-0026) or another available payment method on file after your 30-day free trial. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.** For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

12

13

14 61. Amazon immediately enrolls consumers who select the orange “Sign up for

15 Prime.” See Attachment K, at 5.

16 62. If the consumer moves past the third element without enrolling, Amazon presents

17 Prime again as part of the fourth element (“Items and shipping”). See Attachment J, at 8. This

18 element enables the consumer to adjust the quantity of items in the cart. Amazon also presents

19 Prime three additional times within this fourth element: a button (“Get FREE One-Day Delivery

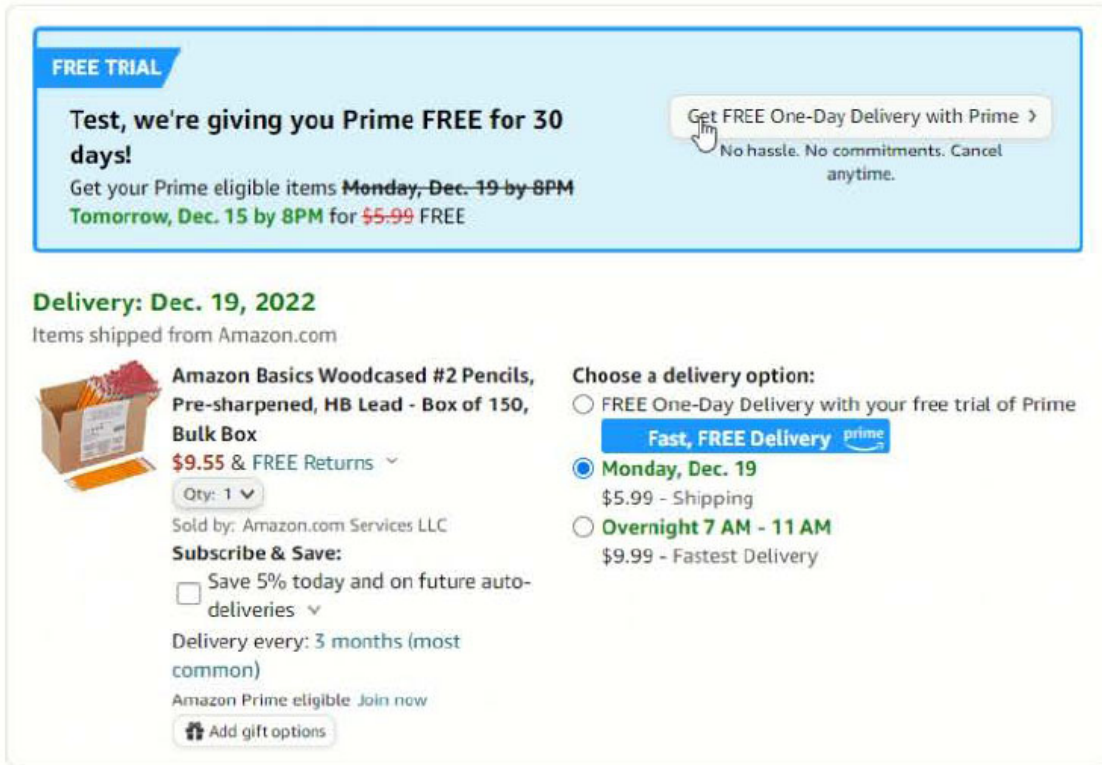
20 with Prime”), a shipping option selection choice (“FREE One-Day Delivery with your free trial

21 of Amazon Prime”), and a hyperlink (“join now”). Consumers who have still not added a Prime

22

membership to their order at this point can click a large orange “Place your order” box to complete their checkout. *See Attachment J*, at 8.

#### 4 Review items and shipping

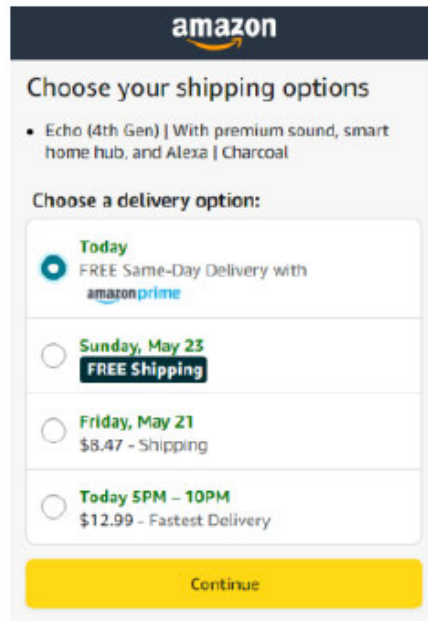


63. Since at least 2018, Prime upsells on the mobile checkout flow have mirrored those on desktop checkout, and have included the SOSP, UPDP, and the SPC.

64. Navigating Prime upsells on mobile devices is more difficult than on a desktop. Amazon often places material terms such as price and auto-renewal terms at the very bottom of the mobile page—past the point viewable on the screen unless the consumer scrolls down—where consumers are least likely to see this information. On mobile devices, consumers are also more likely to select a prominent option without scrutinizing fine print.

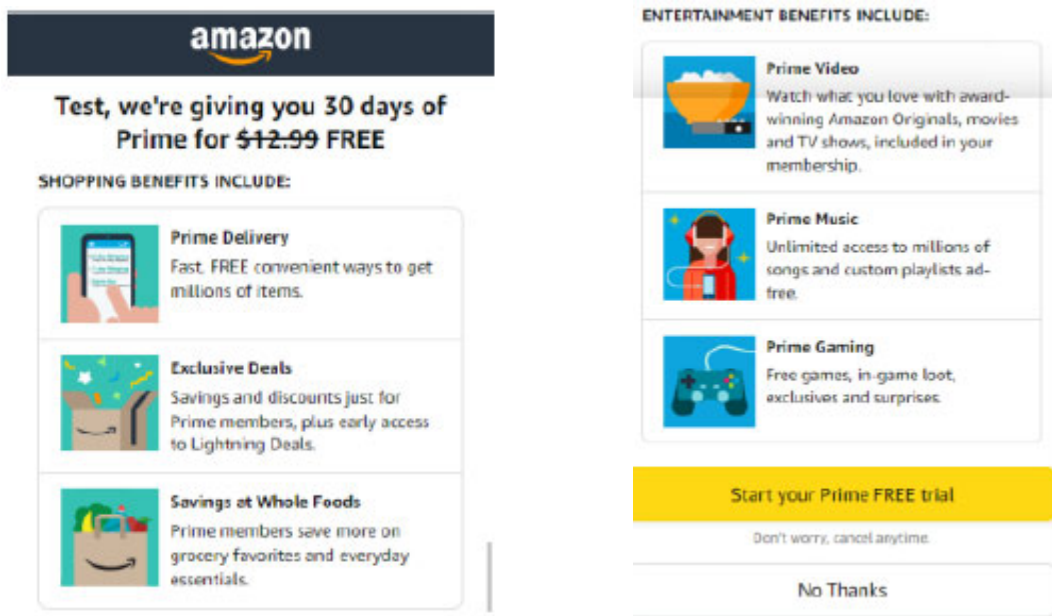
65. **Mobile (Past).** The mobile Shipping Option Select Page contained similar problematic elements to the desktop SOSP, including the pre-selection of a fast-shipping option that would enroll consumers in Prime and a belated, inconspicuous disclosure of the terms of Prime membership.

66. The mobile SOSP (like the desktop SOSP) began with the “shipping option” selection page. The first, pre-selected option was “FREE Same-Day Delivery with Amazon Prime.” Three other shipping options, which were not preselected and would not enroll the consumer in Prime, are further below. *See Attachment L*, at 4.



67. After clicking “Continue,” the consumer proceeded to “payment method” pages to select the payment method. *See Attachment L*, at 5-6. As on desktop, the “payment method” page did not mention Prime, even though Amazon will charge this payment method for Prime.

68. After selecting payment information, the consumer proceeded to a UPDP page that stated at the top: “[Name], we’re giving you 30 days of Prime for ~~\$12.99~~ FREE.” See Attachment L, at 7. The mobile page then listed several “shopping benefits” (e.g., “Prime Delivery” and “Exclusive Deals”) and “entertainment benefits” (e.g., “Prime Video” and “Prime Music”). Below these Prime benefits was a yellow button, “Start your Prime FREE trial,” with black text beneath it, “Don’t worry, cancel anytime.” The yellow button enrolled the consumer in Prime. Below that was a white button: “No Thanks,” which declined Prime. To this point on the screen (and prior screens), Amazon had not disclosed that Prime will auto-renew once the free trial expired, or that it costs \$12.99 per month.

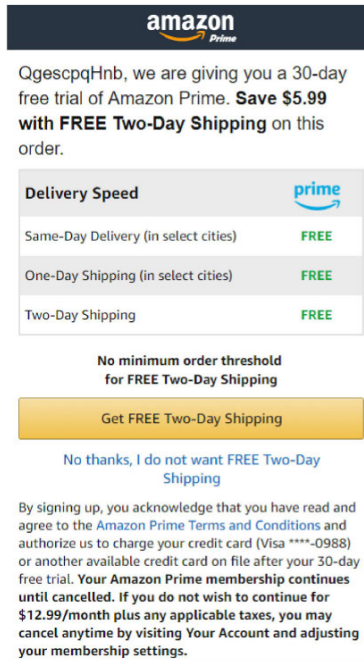


69. Finally, beneath “No Thanks,” located within terms and conditions were Prime’s auto-renewal terms and monthly cost. To view this text, many consumers would need to scroll down on their mobile device. See Attachment L, at 7.

1           70. If the consumer selected “Start your Prime FREE trial,” Amazon enrolled the  
2 consumer in Prime and took the consumer to the final “checkout” page. Text toward the top of  
3 the page read: “Congratulations, your Prime free trial has started!” The page did not state  
4 Prime’s price or that the subscription would auto-renew. At this point, even if the consumer  
5 abandoned the cart without completing checkout, Amazon still enrolled them in Prime. There  
6 was no option on the “checkout” page for the consumer to cancel or undo their Prime  
7 subscription. *See Attachment L*, at 8.

8           71. The Universal Prime Decision Page on mobile devices contained similar  
9 problematic elements as the UPDP on desktop.

10           72. The UPDP on mobile (like the desktop version) required consumers to either  
11 accept or decline a Prime subscription before allowing them to continue shopping. *See*  
12 *Attachment M*. The mobile UPDP failed to make clear that the consumer would enroll in Prime  
13 by selecting “Get FREE two-day shipping.” The mobile UPDP disclosed some terms, but only  
14 at the bottom of the screen in a block of small print text, which stated “If you do not wish to  
15 continue for \$12.99/month plus any applicable taxes, you may cancel anytime by visiting Your  
16 Account and adjusting your membership settings.”



73. The Single Page Checkout on mobile also contained similar problematic elements as SPC on desktop.

74. Mobile SPC, like mobile SOSP, began with a “shipping options” page that included an option for “FREE Two-Day Delivery with Amazon Prime,” and several other non-Prime shipping options. *See Attachment N*, at 3-4. The consumer then enters payment information. *See Attachment N*, at 5-6.

75. If the consumer selected one of the non-Prime shipping options (and after selecting a payment method), the consumer proceeded to the checkout page and encountered two Prime upsells. First, consumers could enroll in Prime if they selected “Try Prime FREE . . . we’re giving you a 30-day FREE trial of Amazon Prime. No commitments, cancel anytime.” *See Attachment N*, at 7. Second, under “Shipment details,” consumers could select (among

1 other, non-Prime options) “FREE Same-Day Delivery with your free trial of Prime. Fast FREE  
2 Delivery.” The page does not disclose Prime’s price or its auto-renewal feature.

3 76. If the consumer selected the option for a Prime free trial, the consumer proceeded  
4 to an updated version of the checkout page that read: “[Name], your Prime FREE 30-day trial  
5 has been added below,” and in smaller font below stated Prime’s price and auto-renewal feature.  
6 See Attachment N, at 8. Further below, Amazon added Prime to the consumer’s cart for  
7 purchase, listing the price of the free trial as \$0.00 and the “quantity” as “1.” To remove Prime  
8 from the purchase, the consumer needed to select the dropdown menu and change the product  
9 quantity from “1” to “0.”

10 77. **Mobile (Current).** In 2022, Amazon modified the mobile checkout enrollment  
11 flow.

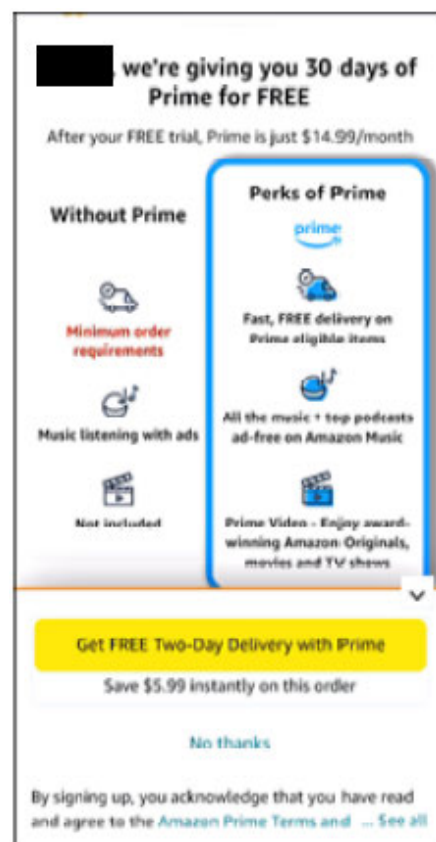
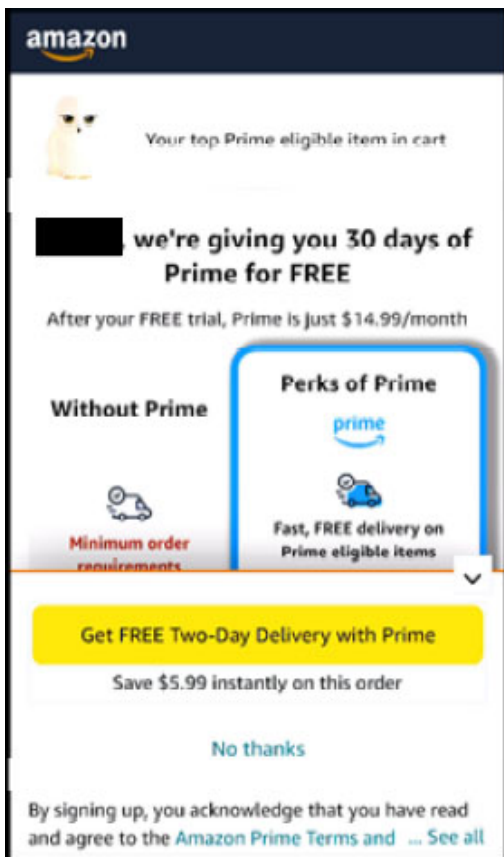
12 78. The current mobile upsells contain many of the same problematic elements as the  
13 prior mobile upsells—including misleading language and manipulative designs—which lead  
14 consumers to enroll in Prime without their consent.

15 79. Consumers using mobile devices to navigate to Amazon.com can select a product  
16 by clicking a large yellow button (“Add to Cart”), and continue shopping, or a large orange  
17 button (“Buy Now”) to proceed directly to the checkout. See Attachment O, at 1. Consumers  
18 who continue shopping add additional products to their cart by clicking the large yellow “Add to  
19 Cart” button, until they finish and choose another large yellow button (“Proceed to checkout”),  
20 which takes the consumer to the next step. See Attachment O, at 2.

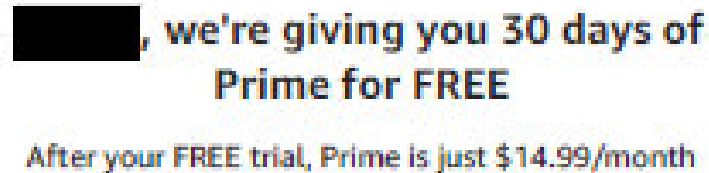
80. At this point, the consumer signs in (if the consumer has not already) and clicks a large yellow “Continue” button to proceed to a mobile UPDP. Consumers who have already signed in proceed directly to the mobile UPDP.

81. Consumers without an account must create one before reaching the mobile UPDP. Creating an account involves four steps: entering an email address, creating a password, and adding an address and a payment method. *See Attachment O*, at 3-4. Completing these steps takes the consumer to the mobile UPDP.

82. When a consumer reaches the mobile UPDP, Amazon divides the page, with a footer (sometimes known as a “sticky footer”) that occupies the screen’s bottom half, rendering only a portion of the top half visible unless the consumer scrolls down. *See Attachment O*, at 5.



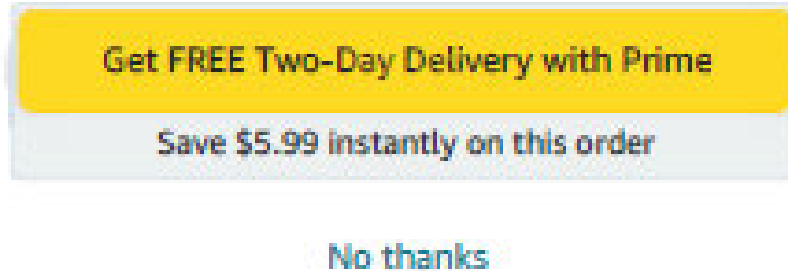
83. At the top of the mobile UPDP, Amazon informs the consumer that “we’re giving you 30 days of Prime for FREE.” See Attachment O, at 5. Smaller text below reads: “After your FREE trial, Prime is just \$14.99/month,” but does not reference Prime’s auto-renewal feature. Consumers can view this section without scrolling.



we're giving you 30 days of  
Prime for FREE

After your FREE trial, Prime is just \$14.99/month

84. The sticky footer on the lower half of the screen contains double-stacked buttons: the top yellow “Get FREE Two-Day Delivery with Prime” button and an image appearing to be a gray lower button labelled “Save \$5.99 instantly on this order.” See Attachment O, at 5. Amazon enrolls consumers who click the yellow button in Prime. As such, a consumer can enroll in Prime without viewing the portion of the page that the sticky footer hides.

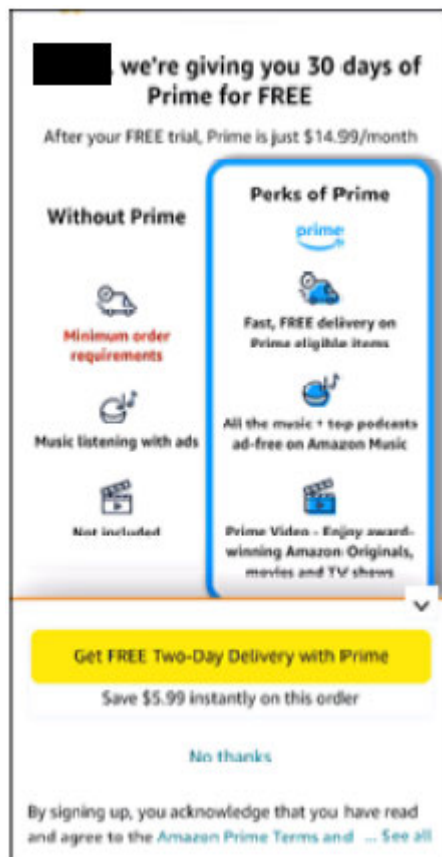


Get FREE Two-Day Delivery with Prime

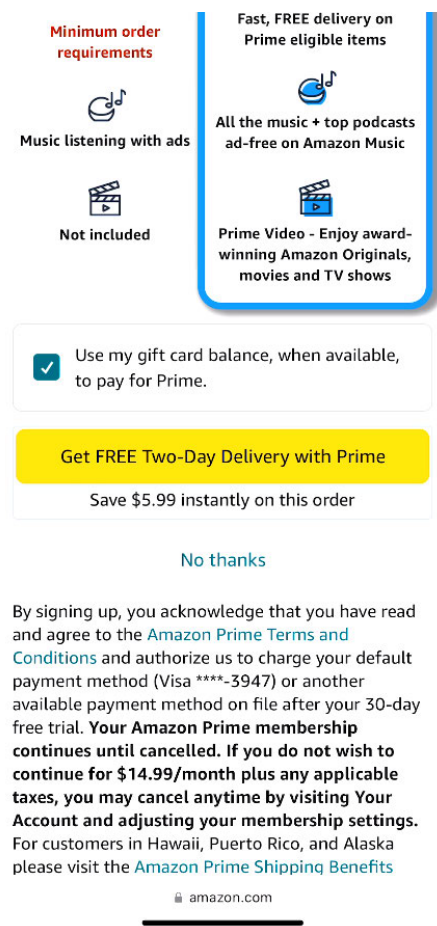
Save \$5.99 instantly on this order

No thanks

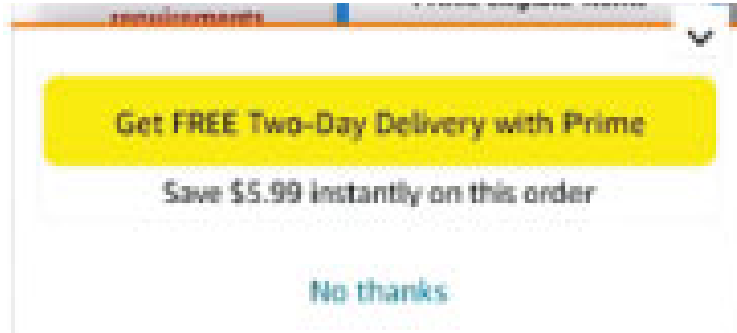
85. If a consumer scrolls down, Amazon shows consumers a table comparing the “Perks of Prime” with “Without Prime.” See Attachment O, at 5. For instance, perks of Prime include “Fast, FREE delivery on Prime eligible items,” “[a]ll the music + top podcasts ad-free on Amazon Music,” and “Prime Video – Enjoy award-winning Amazon Originals, movies and TV shows” whereas without Prime, a consumer has “[m]inimum order requirements,” “[m]usic listening with ads,” and Prime Video “[n]ot included.”



86. The following text is visible at the bottom of the sticky footer, in the smallest type on the screen: “By signing up, you acknowledge that you have read and agree to the Amazon Prime Terms and . . . See all.” *See Attachment O*, at 5. If the consumer continues scrolling, additional information about Prime’s “Terms and Conditions” and “Shipping Benefits” becomes visible in small text beneath the “No thanks” link. A sentence in the middle of this additional text reads: “Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.”



87. If a consumer clicks the downward arrow on the top right of the sticky footer, Amazon also reveals the additional text beneath the “No thanks” link. The arrow is adjacent to the yellow “Get Free Two-Day Delivery with Prime” button that will enroll the consumer in Prime. If a consumer clicks the button while attempting to click the adjacent sticky footer arrow, Amazon enrolls the consumer in Prime.



88. Consumers cannot view the full text beneath the “No thanks” link without scrolling or clicking the sticky footer arrow. However, consumers can enroll in Prime by selecting the large yellow “Get FREE Two-Day Delivery with Prime” button without scrolling. *See Attachment Q*, at 5.

89. Consumers can proceed with their purchase if they select either the yellow button or the blue “No thanks” link. *See Attachment Q*, at 5.

90. If the consumer selects the yellow “Get FREE Two-Day Delivery with Prime” button, Amazon brings the consumer to a final page with a yellow “Place your order” button and “Congratulations, your Prime free trial has started! We’ll email you about all Prime benefits” underneath. Therefore, Amazon enrolls the consumer in Prime before the consumer has even placed the order. The final page of the flow also contains an “Order Total” that does not include Prime’s price. *See Attachment Q*, at 6.

1           91. On this final page, the consumer can change or confirm shipping and billing  
2 information, remove products from the cart, and make other changes such as adding gift receipts  
3 or providing delivery instructions. *See Attachment O*, at 6. The consumer can also select a  
4 shipping method.

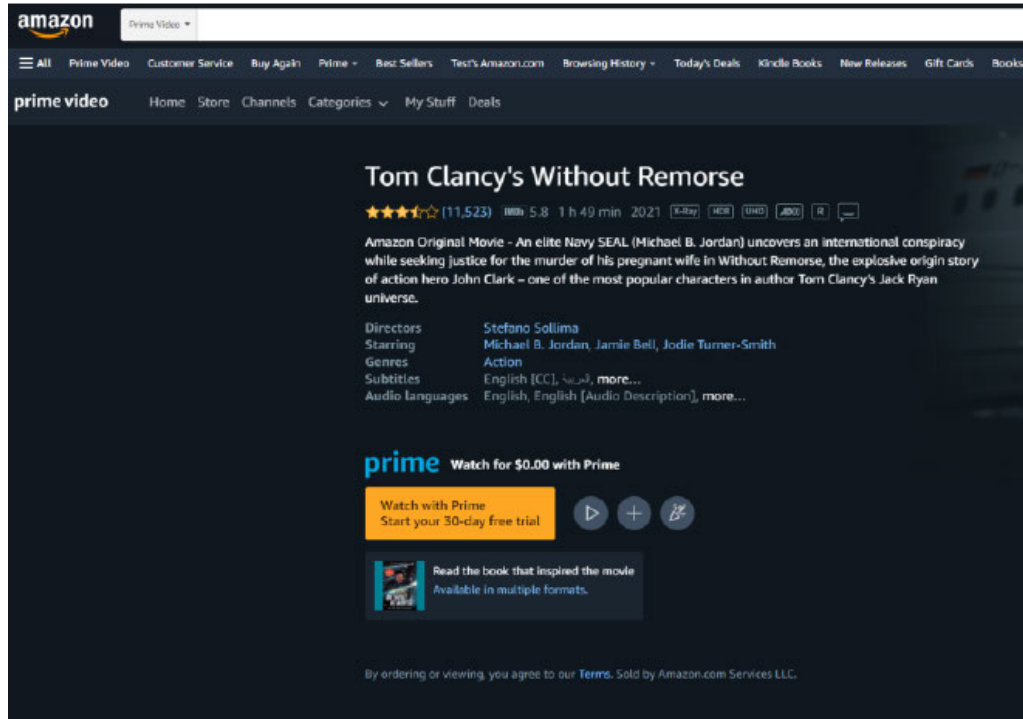
5           92. The yellow button labelled “Place your Order” allows consumers to make their  
6 purchase. *See Attachment O*, at 6. Prime’s price and auto-renewal feature do not appear on the  
7 page, the consumer cannot remove Prime, and the consumer cannot back up and choose “No  
8 thanks” to Prime on the prior page.

9           93. In each pathway (UPDP, SOSP, SPC, TrueSPC, and mobile), Amazon fails to  
10 provide clear and conspicuous disclosures regarding the Prime subscription program’s material  
11 terms: its price, and the fact that it renews automatically unless the consumer affirmatively  
12 cancels. Furthermore, in each pathway (UPDP, SOSP, SPC, TrueSPC, and mobile), Amazon  
13 does not provide any disclosures at all before Amazon collects billing information from  
14 consumers.

15           94. **Prime Video.** Prime Video is a distinct product from Prime. Specifically, Prime  
16 Video is a subscription-based video streaming service. Although it is possible to sign up for  
17 Prime Video alone, it is difficult to do so.

18           95. Amazon’s webpage tricked consumers into signing up for Prime instead of Prime  
19 Video, which would be a lower-cost option.

20           96. In particular, Amazon initially offers Prime Video as part of the full, more  
21 expensive Prime package to consumers who reach the Prime Video homepage (or “storefront”)  
22 to enroll in Prime Video. *See Attachment P*, at 1.



97. Capitalizing on some consumers' inability to appreciate the difference between "Prime" and "Prime Video," the Prime Video enrollment process fails to clarify Amazon will enroll them in Prime rather than the less expensive Prime Video, on both desktop and mobile platforms. This causes some consumers to enroll in Prime, rather than Prime Video, unknowingly.

98. Consumers can reach the Prime Video storefront through various ways, including by searching "Prime Video" in an online search engine or the Amazon search bar.

99. The initial Prime Video storefront displays the Prime Video logo at the top and an orange button labelled "Watch with Prime. Start your 30-day free trial." See Attachments P and V.

1           100. Amazon brings consumers who press the orange button to a second page and  
 2 prompts them to sign in (if they have an Amazon account) to confirm billing information, or to  
 3 create an account and submit billing information. This page also contains small print links to the  
 4 Amazon Prime Conditions of Use and Privacy Notice at the bottom of the page. *See Attachment*  
 5 *V*, at 2-5.

6           101. Amazon does not, to this point, present the consumer with any marketing  
 7 regarding Prime, as opposed to Prime Video.

8           102. After sign in or account creation, Amazon brings consumers to a page containing,  
 9 from top to bottom:

10                   (a) the Prime logo with “Watch now, cancel anytime. Start your 30-day free  
 11 trial”;

12                   (b) the email associated with the account;

13                   (c) a table with “Confirm your details” at the top followed by the plan type,  
 14 which is “Prime. Enjoy unlimited streaming of thousands of movies and TV  
 15 shows plus FREE Two-Day Delivery on millions of items. \$14.99/month after  
 16 trial” (to get Prime Video rather than Prime, the consumer must click a gray  
 17 “change” box to the right);

18                   (d) the consumer’s email, payment method, and billing address;

19                   (e) at the bottom, “By signing up, you acknowledge that you have read and  
 20 agree to the Amazon Prime Terms and Conditions and authorize us to charge your  
 21 preferred card or another available credit card on file after your 30-day free trial.

22           Your Prime membership continues until cancelled. If you don’t want to continue

for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings;” and

(f) an orange button in the bottom right corner, labelled “Start your free trial.”

The button sits immediately above a gray area with text reading “Change or cancel plan anytime. Pay later.” *See Attachment P*, at 2 and *Attachment V*, at 6.

Confirm your details	
Plan	<div>Prime</div> <div>Enjoy unlimited streaming of thousands of movies and TV shows plus FREE Two-Day Delivery on millions of items (\$12.99/month after trial)</div> <div>Change</div>
Email	peas-service@-1620150593217Wmex@email.amazon.com
Payment method	<div>Test Test</div> <div>MasterCard ending in 2871 10/2025</div> <div>Change</div>
Billing address	<div>Domestic</div> <div>515 WESTLAKE AVE N</div> <div>SEATTLE</div> <div>WA</div> <div>98109-4304</div> <div>Change</div>

By signing up, you acknowledge that you have read and agree to the Amazon Prime Terms and Conditions and authorize us to charge your preferred card or another available credit card on file after your 30-day free trial. Your Prime membership continues until cancelled. If you don't want to continue for \$12.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.

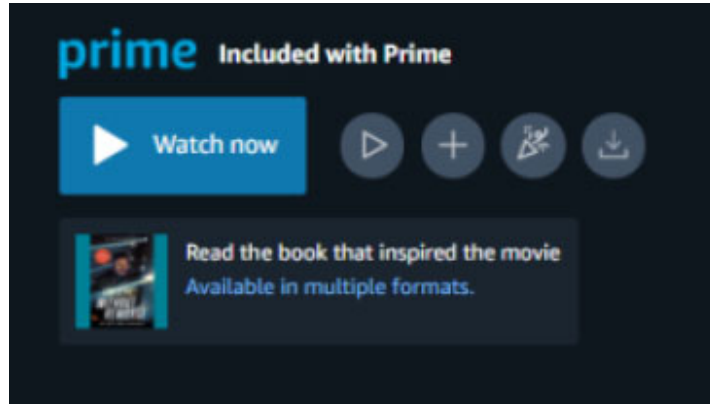
Start your free trial.

Change or cancel plan anytime  
Pay later

103. To enroll in Prime Video (instead of Prime), the consumer must click on the “Change” button for the Plan information toward the top of the page, change the plan on the subsequent page, and then navigate back to confirm the Prime Video selection. *See Attachment P*, at 2 and *Attachment V*, at 6.

104. Until recently, when the customer clicked the “Start your free trial” button, Amazon enrolled the customer in Prime—not Prime Video—but then immediately took the

customer to the Prime Video storefront page, where the customer can select the “Watch now” button to begin a movie. *See Attachment P*, at 3. Above the “Watch Now” button, Amazon included “Prime” and “Included with Prime.”



105. After receiving the June 30, 2022 CID, Amazon changed the Prime Video enrollment flow for Prime. Now, when consumers click “Start your free trial” Amazon shows at least some consumers a page titled “Welcome to Prime, [name]” that describes certain Prime membership services. On this page, there is no option to cancel the Prime membership. Toward the bottom are two buttons: on the left “Discover Prime benefits” (gray button) takes consumers to an overview of Prime-related services, and on the right “OK” (blue button) continues to the Prime Video storefront. *See Attachment V*, at 7-8.

106. **Prime Video (Mobile)**. Consumers may also enroll in Prime through Prime Video on a mobile device.

107. Like Prime Video on desktop, Prime Video on mobile tricked consumers into signing up for Prime instead of Prime Video, which would be a lower-cost option.

108. Like desktop Prime Video, the Prime Video mobile storefront displays the Prime Video logo at the top and, toward the bottom of the page, an orange button labelled “Watch with

1 Prime. Start your 30-day free trial.” Above the orange button, in blue text, reads “Prime” and  
 2 then, in white text, “Watch for \$0.00 with Prime.” See Attachment U, at 1.



14 109. Amazon brings consumers who press the orange button to a “Welcome” page to  
 15 sign in (if they have an Amazon account) to confirm billing information, or to create an account  
 16 and submit billing information. The page also contains links to “Amazon’s Conditions of Use  
 17 and Privacy Notice.” See Attachment U, at 2.

18 110. After sign in or account creation, Amazon then brings consumers to a page that  
 19 asks consumers to “Confirm your details,” and includes the following information from top to  
 20 bottom:

- 21 (a) Next to “Plan” reads: “Prime. Enjoy unlimited streaming of thousands of  
 22 movies and TV shows plus FREE Two-Day Delivery on millions of items.

1 (\$14.99/month after trial).” Next to this text is an arrow similar to a greater-than  
2 sign (“>”).

3 (b) The page also lists consumer’s email, payment method, and billing address  
4 information.

5 (c) There is then a link to Amazon Prime terms and conditions, as well as  
6 Prime’s price and auto-renewal feature.

7 (d) Toward the bottom is an orange button “Start your free trial” with black  
8 text beneath: “Change or cancel plan anytime. Pay later.” See Attachment U, at 5.

prime

Confirm your details

Plan	Prime Enjoy unlimited streaming of thousands of movies and TV shows plus FREE Two-Day Delivery on millions of items. (\$14.99/month after trial)	>
Email	[REDACTED]	>
Payment method	Gift Card (Gift card balance will be used when available)	>
Billing address	[REDACTED]	>

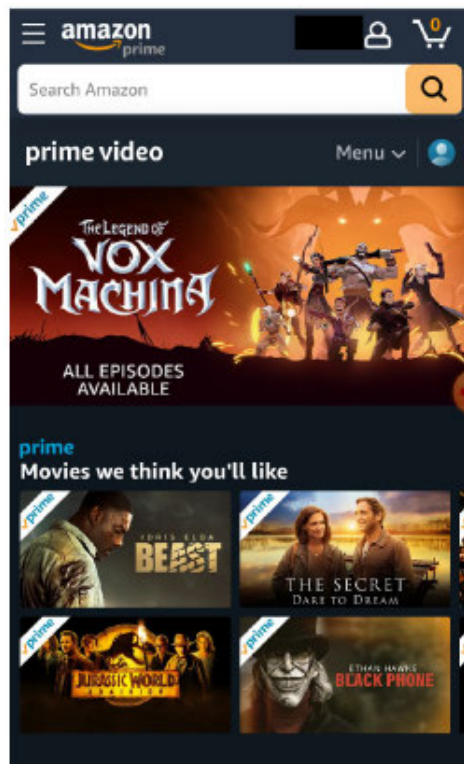
By signing up, you acknowledge that you have read and agree to the Amazon Prime [Terms and Conditions](#) and authorize us to charge your preferred card or another available credit card on file after your 30-day free trial. Your Prime membership continues until cancelled. If you don't want to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting [Your Account](#) and adjusting your membership settings.

Start your free trial.

Change or cancel plan anytime  
Pay later

111. To enroll in Prime Video (instead of Prime), the consumer must click on the “Plan” information toward the top of the page, change the plan on the subsequent page, and then navigate back to confirm the Prime Video selection.

112. If the consumer simply clicks the orange “Start your free trial” button, Amazon enrolls the consumer in Prime—not Prime Video—but then immediately takes the consumer to the Prime Video storefront page. *See Attachment U*, at 6.



**Prime's Four-Page, Six-Click, Fifteen-Option Iliad Cancellation Process**

113. Under substantial pressure from the Commission, Amazon changed its Iliad cancellation process in or about April 2023, shortly before the filing of this Complaint. Prior to that point, there were only two ways to cancel a Prime subscription through Amazon: a) through the online labyrinthine cancellation flow known as the “Iliad Flow” on desktop and mobile devices; or b) by contacting customer service.

114. The Iliad Flow required consumers intending to cancel to navigate a four-page, six-click, fifteen-option cancellation process. In contrast, customers could enroll in Prime with one or two clicks.

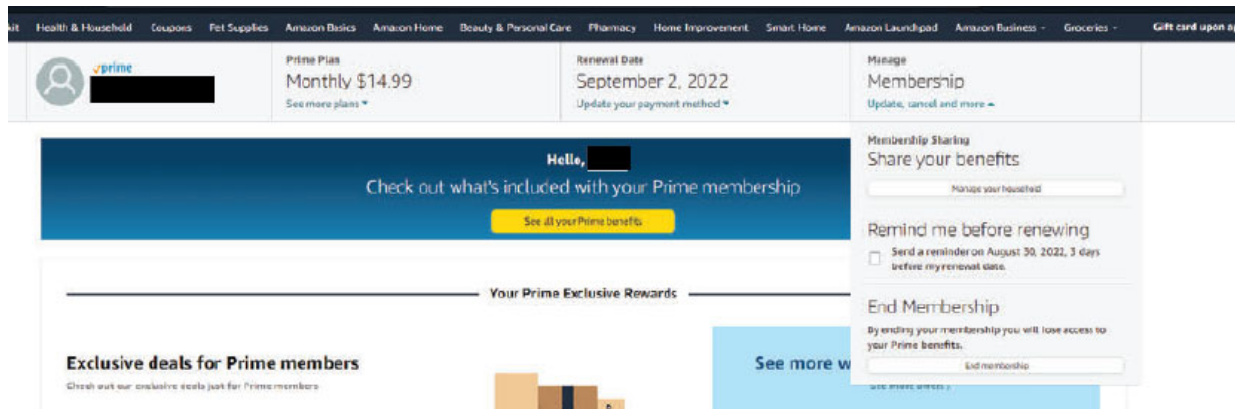
115. Although consumers may have enrolled in Prime through devices other than computers and smartphones, such as through the Prime Video application on the Amazon FireStick and Fire TV, they could not cancel via these same technologies. Instead, they had to use the Iliad Flow or call customer service.

116. Amazon launched the Iliad Flow in 2016, and did not substantially change it in the United States until in or about April 2023.

117. To cancel via the Iliad Flow, a consumer had to first locate it, which Amazon made difficult. Consumers could access the Iliad Flow from Amazon.com by navigating to the Prime Central page, which consumers could reach by selecting the “Account & Lists” dropdown menu, reviewing the third column of dropdown links Amazon presented, and selecting the eleventh option in the third column (“Prime Membership”). This took the consumer to the Prime Central Page.

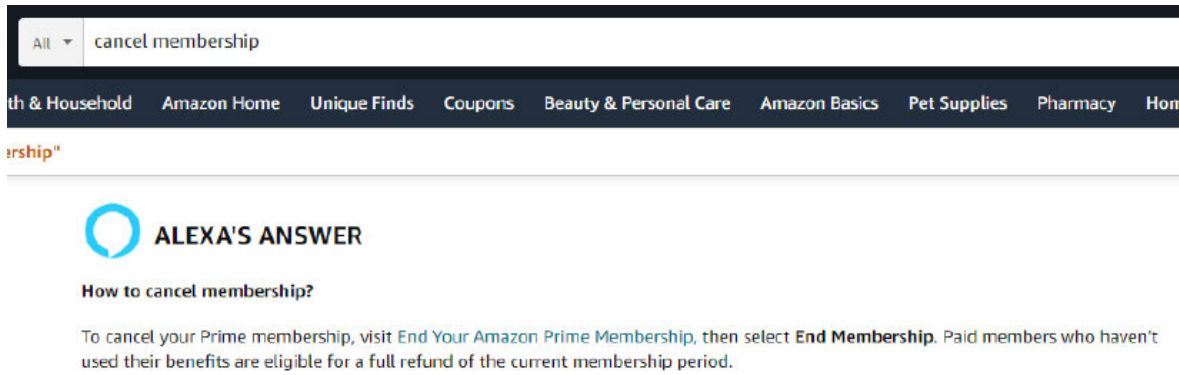
118. Once the consumer reached Prime Central, the consumer had to click on the “Manage Membership” button to access the dropdown menu. That revealed three options. The first two were “Share your benefits” (to add household members to Prime) and “Remind me before renewing” (Amazon then sent the consumer an email reminder before the next charge). See Attachment Q, at 1-2.

119. The last option was “End Membership.” The “End Membership” button did not end membership. Rather, it took the consumer to the Iliad Flow. See Attachment Q, at 2-3. It was impossible to reach the Iliad Flow from Amazon.com in fewer than two clicks.

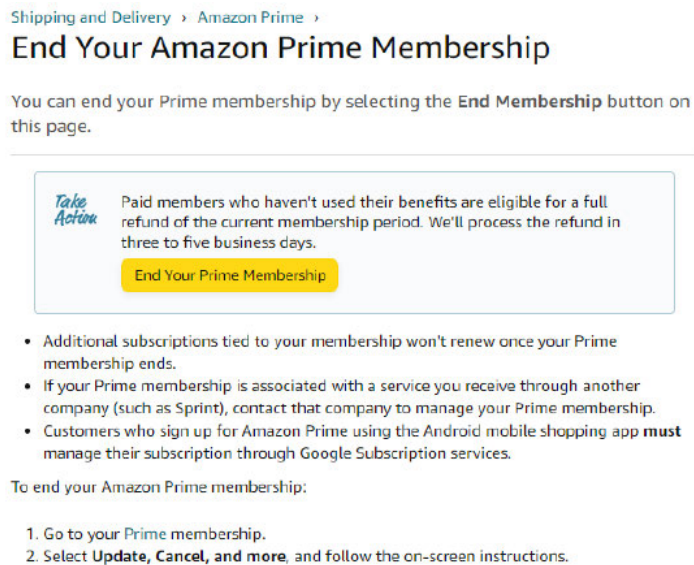


120. Consumers could also reach the Iliad Flow by contacting customer service, asking to cancel, and receiving a link to the Iliad Flow. Amazon required customer service representatives to encourage consumers seeking to cancel to do so via the Iliad Flow.

121. Consumers could also reach the Iliad Flow from Amazon.com by typing “cancel membership” in the search bar. This produced an “Alexa” answer that included an “End Your Amazon Prime Membership” link. See Attachment T, at 2.



122. Clicking the link did not end Prime membership. Instead, it took the consumer to another page with a heading that read: “End Your Amazon Prime Membership.” The page contained a button labelled “End Your Prime Membership.” Pressing the button did not end Prime Membership. Instead, it took the consumer to the Iliad Flow. *See Attachment T*, at 3-4.



123. The search bar pathway to the Iliad Flow varied somewhat depending on what search the consumer ran. For instance, searching “how to turn off Prime,” or “cancel prime” (rather than “how to cancel Prime”) took the consumer to a page with a link to Prime Central, from which the consumer had to then locate the path to the Iliad Flow. Searching “End

1 Membership” took the consumer to a page with three blue links under the heading “Closing your  
2 Amazon account,” and a subheading “Get information on how to close your Amazon account.”  
3 The middle link was “cancel membership.” Clicking “cancel membership” did not cancel  
4 membership. Instead, it took the consumer to the Iliad Flow.

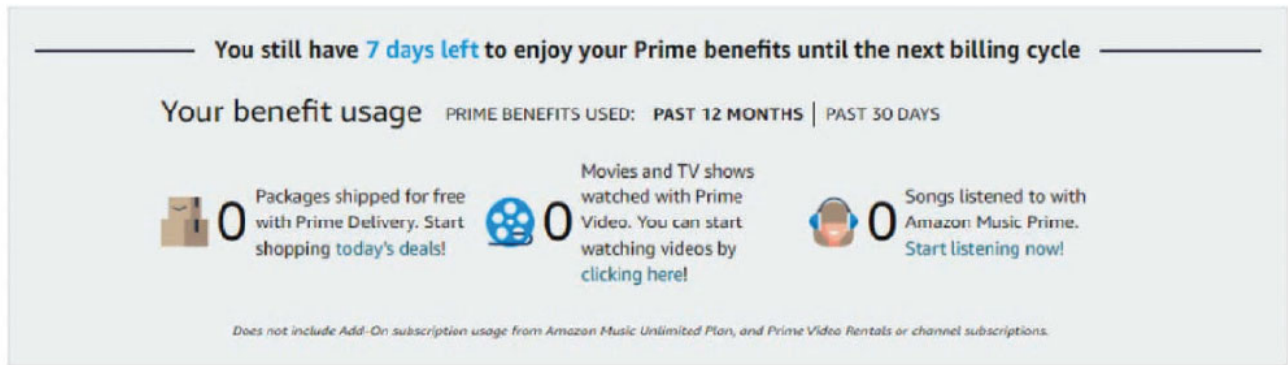
5 124. Typing “cancel membership” in the search bar on a mobile device brought the  
6 consumer to the Iliad Flow through similar steps. *See Attachment S.*

7 125. Thus, to reach the Iliad Flow, consumers had to do one of the following: 1)  
8 contact customer service and inform a customer service agent that they wanted to cancel and  
9 click the cancellation link the customer service agent provides; 2) navigate from Amazon.com to  
10 the Prime account management page (Prime Central), locate the “manage membership”  
11 dropdown, and press a button labelled “End Membership”; or 3) search “How to cancel  
12 membership” in the Amazon search bar, then move through subsequent steps to reach the Iliad  
13 Flow—frequently, selecting a link reading “End Your Amazon Prime Membership” and then  
14 pressing a button reading “End Your Prime Membership.”

15 126. Once consumers reached the Iliad Flow, they had to proceed through its  
16 entirety—spanning three pages, each of which presented consumers several options, beyond the  
17 Prime Central page—to cancel Prime. *See Attachment Q.*

18 127. On the first page of the Iliad Flow, Amazon forced consumers to “[t]ake a look  
19 back at [their] journey with Prime” and presented them with a summary showing the Prime  
20 services they used. Amazon also displayed marketing material on Prime services, such as Prime  
21 Delivery, Prime Video, and Amazon Music Prime. Amazon placed a link for each service and  
22 encouraged consumers to access them immediately, *i.e.*, “Start shopping today’s deals!”, “You

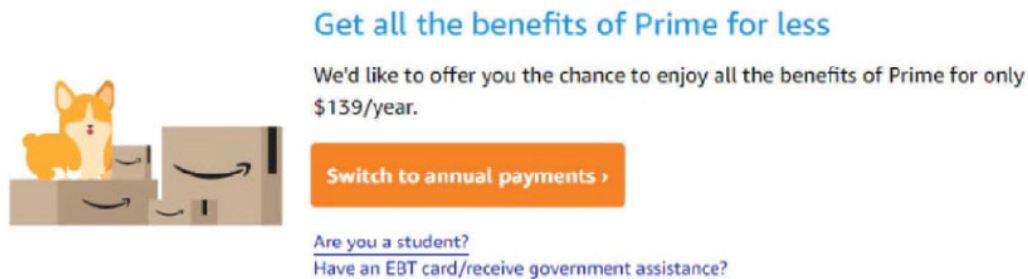
can start watching videos by clicking here!”, and “Start listening now!” See Attachment Q, at 3. Clicking on any of these options took the consumer out of the Iliad Flow.



128. Also, on page one of the Iliad Flow, Amazon presented consumers with three buttons at the bottom. “Remind Me Later,” the button on the left, sent the consumer a reminder three days before their Prime membership renews (an option Amazon had already presented the consumer once before, in the “Manage Membership” pull-down menu through which the consumer entered the Iliad Flow). The “Remind Me Later” button took the consumer out of the Iliad Flow without cancelling Prime. “Keep My Benefits,” on the right, also took the consumer out of the Iliad Flow without cancelling Prime. Finally, “Continue to Cancel,” in the middle, also did not cancel Prime but instead proceeded to the second page of the Iliad Flow. See Attachment Q, at 3. Therefore, consumers could not cancel their Prime subscription on the first page of the Iliad Flow.

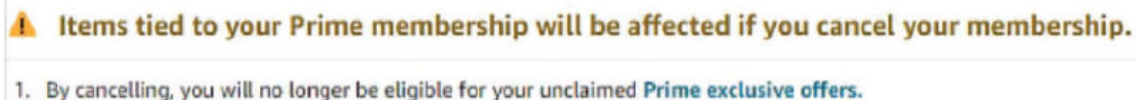


129. On the second page of the Iliad Flow, Amazon presented consumers with alternative or discounted pricing, such as the option to switch from monthly to annual payments (and vice-versa), student discounts, and discounts for individuals with EBT cards or who receive government assistance. Amazon emphasized the option to switch from monthly to annual payments by stating the amount a consumer would save at the top of this page in bold. Clicking the orange button (“Switch to annual payments”) or the links beneath took the consumer out of the Iliad Flow without cancelling. *See Attachment Q*, at 4.



130. Right above these alternatives, Amazon stated “Items tied to your Prime membership will be affected if you cancel your membership,” positioned next to a warning icon. *See Attachment Q*, at 4.

131. Amazon also warned consumers that “[b]y cancelling, you will no longer be eligible for your unclaimed Prime exclusive offers,” and hyperlinked to the Prime exclusive offers. *See Attachment Q*, at 4. Clicking this link took the consumer out of the Iliad Flow without cancelling.



1           132. Finally, at the bottom of Iliad Flow page two, Amazon presented consumers with  
 2 buttons offering the same three options as the first page: “Remind Me Later,” “Continue to  
 3 Cancel,” and “Keep My Membership” (labelled “Keep My Benefits” on the first page). *See*  
 4 Attachment Q, at 4. Once again, consumers could not cancel their Prime subscription on the  
 5 second page of the Iliad Flow. Choosing either “Remind Me Later” or “Keep My Membership”  
 6 took the consumer out of the Iliad Flow without cancelling. Consumers had to click “Continue  
 7 to Cancel” to access the third page of the Iliad Flow.

8           133. On the third page of the Iliad Flow, Amazon showed consumers five different  
 9 options, only one of which, “End Now”—presented last, at the bottom of the page—  
 10 immediately cancelled a consumer’s Prime membership. *See Attachment Q*. Pressing any of the  
 11 first four buttons took the consumer out of the Iliad Flow without immediately cancelling.

12           134. On the third page of the Iliad Flow, the first and second options—“Remind Me  
 13 Later” and “Keep My Membership”—were substantially identical to the buttons on the Iliad  
 14 Flow’s first two pages. Therefore, Amazon forced consumers who reach the Iliad Flow’s last  
 15 page to view the “Remind Me Later” option four times (including once to enter the Iliad Flow)  
 16 and the “Keep My Membership” option three times. *See Attachment Q*, at 5.

17           You could also consider the following:

18           Remind Me Later

19           Remind me three days before my membership renews.

Remind Me Later

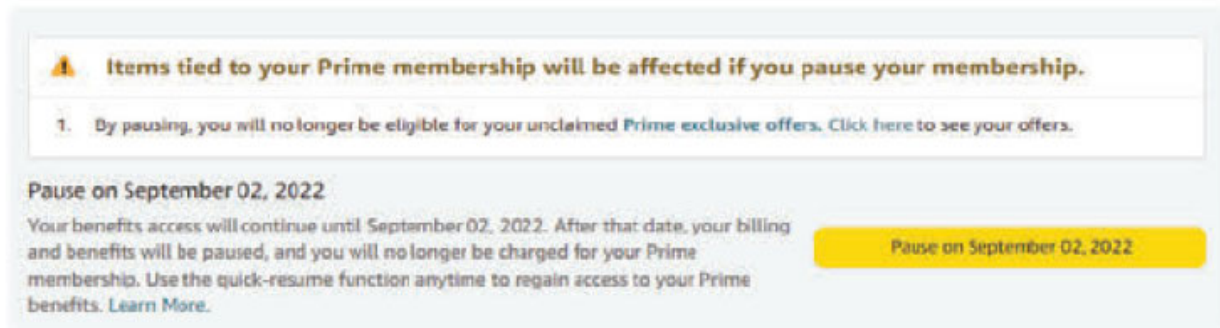
20           Keep My Membership

21           You will continue enjoying all the benefits of Prime.  
 22           View everything included in Prime.

Keep My Membership

1           135. The third option, “Pause on [date],” would “pause” or put on hold—but not  
 2 cancel—a consumer’s Prime membership. Amazon did not charge “paused” members for Prime  
 3 but made it simple for “paused” members to re-join Prime through a single “quick-resume” click.  
 4 Amazon presented the “pause” option adjacent to a warning icon and text stating that, “[b]y  
 5 pausing, [consumers] will no longer be eligible for [their] unclaimed Prime exclusive offers,”  
 6 and provided links to “Prime exclusive offers” (which if clicked exit the Iliad Flow without  
 7 canceling). *See Attachment Q*, at 5.

8 **Pause your Prime membership:**



14           136. Amazon regularly sent promotional materials to “paused” members to encourage  
 15 them to un-pause Prime with a single click.

16           137. Above the fourth and fifth options—the “End on [date]” and “End Now”  
 17 options—Amazon also added a warning icon and text that states “[b]y cancelling, [consumers]  
 18 will no longer be eligible for [their] unclaimed Prime exclusive offers.” *See Attachment Q*, at 5.

19           138. The fourth option, “End on [date],” turned off Prime’s auto-renew feature. It did  
 20 not immediately cancel the consumer’s membership. Instead, the membership would end when  
 21 the current billing cycle concluded, and the consumer would not receive a refund. *See*  
 22 *Attachment Q*, at 5.

139. The fifth and final option, “End Now,” immediately cancelled a consumer’s Prime membership (and Amazon refunded a pro-rated amount for the balance of the billing cycle). Thus, only one of the five options presented immediately cancelled a consumer’s Prime membership. *See Attachment Q*, at 5.

Cancel your Prime membership:

**⚠ Items tied to your Prime membership will be affected if you cancel your membership.**

1. By cancelling, you will no longer be eligible for your unclaimed Prime exclusive offers.

**End on September 02, 2022**  
Your benefits will continue until September 02, 2022, after which your card will not be charged.

OR

**End Now**  
Your benefits will end immediately and you will be refunded \$14.99 for the remaining period of your membership.

140. Therefore, to complete the Iliad Flow and cancel a Prime membership, the consumer needed to click a minimum of six times from Amazon.com: Prime Central → “Manage Membership” → “End Membership” → “Continue to Cancel” → “Continue to Cancel” → “End Now.” *See Attachment Q*.

141. Amazon limited refunds available through the Iliad Flow to one monthly charge, although Amazon did not disclose this to subscribers entering the flow. Consequently, a Nonconsensual Enrollee who discovered Prime charges after a few months could not obtain a full refund online. In contrast, a consumer who called customer support and was not redirected to the Iliad Flow could obtain a greater refund because customer service representatives have

1 discretion to provide one (for instance, if a consumer complains about Nonconsensual  
2 Enrollment).

3 142. The Iliad Flow was also accessible through a mobile device. Similar to the Iliad  
4 Flow on desktop, the Iliad Flow on mobile was also difficult for consumers to locate and  
5 presented a complex array of options across multiple pages. Cancelling via the Iliad Flow on a  
6 mobile device was an eight-page, eight-click minimum process.

7 143. On a mobile device, a consumer entered the Iliad Flow by 1) tapping on “My  
8 Account,” 2) selecting “Manage Prime Membership” from a dropdown menu on the second  
9 page, 3) selecting “Manage membership” on the third page, 4) selecting “Manage membership”  
10 on the fourth page, and 5) selecting “End my Membership” on the fifth page. *See Attachment R,*  
11 *at 1-5.*

12 144. On the sixth page, the consumer seeking to cancel began the mobile equivalent of  
13 the Iliad Flow. Specifically, on this page, Amazon presented benefits information similar to the  
14 desktop Iliad Flow, and stated at the top of the page “[Name], thank you for being a member  
15 with us. Take a look back at your journey with Prime.” *See Attachment R,* at 6. Amazon  
16 included the same three options—“Keep My Benefits,” “Continue to Cancel,” and “Remind Me  
17 Later”—although consumers had to scroll down to view them. None of these options ended the  
18 Prime membership. Consumers who selected “Continue to Cancel” proceeded to a seventh page.  
19 *See Attachment R,* at 6.

20 145. On the seventh page, Amazon presented alternate payment options similar to  
21 those in the desktop Iliad Flow: Amazon placed the three options at the bottom of the page in  
22

1 the same order. *See Attachment R*, at 7. Pressing “Continue to Cancel” did not end the  
2 membership. It took the consumer to an eighth and final page. *See Attachment R*, at 7.

3 146. On the eighth and final page, Amazon presented five buttons. The first three were  
4 “Pause on [date],” “Keep My Membership,” and “Remind Me Later.” The consumer had to  
5 scroll down to view the fourth and fifth. The fourth (“End on [date]”) turned off auto-renew, but  
6 did not immediately cancel, and consumers who chose this option did not receive a refund. Only  
7 the fifth and final button (“End Now”) immediately cancelled the membership. Amazon  
8 refunded consumers who pressed this button a pro-rated amount for the balance of the monthly  
9 billing cycle. *See Attachment R*, at 8.

10 147. Amazon designed the Iliad Flow (both desktop and mobile) to inform consumers  
11 about a) Prime benefits they would lose by cancelling Prime, and b) alternative payment methods  
12 available to them to keep Prime.

13 148. Amazon did not design the Iliad Flow to be simple or easy for consumers. The  
14 Iliad Flow inhibits or prevents many consumers who intend to cancel from cancelling their  
15 membership.

16 149. Amazon measured the Iliad Flow’s success based on the number of Prime  
17 cancellations it prevented. In 2020, [REDACTED] of subscribers who clicked on “End Membership” to  
18 enter the Iliad Flow did not cancel. [REDACTED] of those Prime subscribers who  
19 entered the Iliad Flow but failed to cancel subsequently used no Prime services within the next  
20 thirty days.

1 [REDACTED] for the Prime Enrollment Flow

2 150. Although consumers can enroll in Prime through many entry points, a majority of  
3 prospective Prime members begin subscriptions by enrolling in free trials that Amazon offers  
4 during its ecommerce shopping checkout process. Because these trial memberships are the  
5 principal way that Amazon solicits Prime subscribers, the Prime Organization focuses  
6 extensively on how Amazon presents these trials to consumers.

7 151. Amazon's Prime Organization regularly tests new designs for the UPDP, SOSP,  
8 SPC, TrueSPC, mobile, and other elements of the checkout enrollment flow that prospective  
9 subscribers see.

10 152. [REDACTED]

11 153. [REDACTED]

12 [REDACTED]  
13 [REDACTED]  
14 [REDACTED]  
15 154. [REDACTED]  
16 [REDACTED]  
17 [REDACTED]  
18 [REDACTED]

19 155. [REDACTED]  
20 [REDACTED]  
21 [REDACTED]  
22 [REDACTED]

1 156. [REDACTED]

2 [REDACTED]

3 [REDACTED]

4 157. [REDACTED]

5 [REDACTED]

6 [REDACTED]

7 [REDACTED]

8 158. [REDACTED]

9 [REDACTED]

10 [REDACTED]

11 [REDACTED]

12 [REDACTED]

13 [REDACTED]

14 159. [REDACTED]

15 [REDACTED]

16 [REDACTED]

17 160. In fact, lower-level Amazon designers, marketers, and researchers urged company  
18 leadership to [REDACTED]. One  
19 Amazon employee wrote to Prime Vice President Jamil Ghani on July 30, 2020 about [REDACTED]  
20 [REDACTED]:

21 An unknown \$12.99 charge could mean grocery money for a family, gas to fill  
22 up a car, or just the last bit of money to make rent. . . . Do we think that they

23 COMPLAINT  
Case No. 2:23-cv-0932

Federal Trade Commission  
600 Pennsylvania Ave. NW  
Washington, DC 20580  
(202) 326-3320

1 should also [have] to call customer service to ask for a refund, when they  
2 discover this unknown charge [for Prime]?

3 [REDACTED]  
4 [REDACTED]  
5 [REDACTED]  
6 [REDACTED]  
7 [REDACTED]

8 161. When an Amazon program manager similarly pointed out in an email chain sent  
9 to a large number of recipients that [REDACTED]

10 [REDACTED], Amazon Vice  
11 President Cem Sibay scolded him: “[I]t’s not appropriate to have this conversation over email,  
12 and increasingly a mass one at that (just adding P&C [privileged and confidential] does little).”  
13 Sibay, Ghani, Lindsay, and Grandinetti failed to implement any meaningful change.

14 162. [REDACTED], which  
15 has led to dark patterns and consequently Nonconsensual Enrollment.

#### 16 **Amazon’s Knowledge of Nonconsensual Enrollment**

17 163. Amazon knows that Nonconsensual Enrollment is widespread. In fact, Amazon  
18 periodically surveys consumers who cancel Prime to determine their reason. For example, from  
19 November 2018 to February 2019, [REDACTED] of U.S. consumers Amazon surveyed gave “I did not  
20 mean to sign up for Amazon Prime” as their “[r]eason for cancellation.”

21 164. In September 2020, Amazon also performed an internal study that quantified the  
22 number of subscribers “unaware” that they had subscribed to Prime based on five considerations:

1 [REDACTED]  
2 [REDACTED]  
3 [REDACTED]  
4 [REDACTED]  
5 [REDACTED] Based on these factors, Amazon estimated that [REDACTED] Prime  
6 subscribers were “unaware” that they had subscribed to Prime.

7 165. Nonconsensual Enrollment is both so widespread and well-understood at Amazon  
8 that the company’s internal documents are littered with references to “accidental” signups. One  
9 company newsletter circulated among Prime Organization designers and researchers explained:

10 The issue of accidental Prime-sign ups is well documented . . . Customers  
11 unknowingly become [REDACTED],  
12 because 1) they signed up accidentally and/or didn’t see auto-renewal terms, 2)  
we didn’t send them reminders or charge communications, and 3) they didn’t  
check their card activity.

13 166. In fact, as Amazon knows, consumers do not always carefully study their credit  
14 card activity or notice an Amazon charge for Prime (especially when they are expecting other  
15 Amazon charges for routine purchases). Consequently, as one internal memorandum explained,  
16 “[i]f customers unknowingly sign up, or are unaware of auto-renew, they can go through  
17 multiple billing cycles without using benefits.”

18 167. When dissatisfied consumers call Amazon’s customer service to cancel their  
19 Prime membership, customer service representatives record the reason the consumer gives.  
20 Amazon studied consumers who asked to cancel their Prime membership and reported to  
21 customer service that they had signed up unintentionally to determine the time between when the  
22

1 enrollment occurred and the consumer's call. Amazon then reported the results in a  
 2 memorandum labelled "privileged and confidential":

3 (a) [REDACTED]

4 [REDACTED], meaning Amazon has charged them once without consent.

5 (b) [REDACTED]

6 meaning that Amazon has charged them three times without consent.

7 (c) [REDACTED],

8 meaning that Amazon has charged them six times without consent.

9 (d) [REDACTED]

10 [REDACTED], meaning that Amazon has charged them twelve times without consent.

11 168. Amazon knows who nearly all Nonconsensual Enrollees are, yet refunds only  
 12 those Nonconsensual Enrollees who eventually notice the charges and complain.

13 169. Prime Organization designers and researchers referred to the design changes  
 14 necessary to stop Nonconsensual Enrollment as "clarity" improvements. The problem—as  
 15 Amazon leadership understood—was that clarity improvements reduced subscriptions and,  
 16 therefore, profit. One 2020 internal memorandum concerning "Prime Renewals: Product  
 17 Strategy for 2021" explained the tension this way: projects that improve clarity "'right size' the  
 18 member balance to intentional and genuine members, thereby being a bad guy to total Prime  
 19 member balance. This puts these projects at odds with other member balance accretive  
 20 Acquisition and Retention projects: as a result, these projects have inevitably been BTL [below  
 21 the line] in stack ranked prioritizations."

1           170. Instead of correcting the causes of Nonconsensual Enrollment, Amazon  
2 leadership focuses energy and investment into iterating [REDACTED]

3 [REDACTED].  
4 For example, in part to address Nonconsensual Enrollment after the fact—and without reducing  
5 subscription balance—Amazon encourages Nonconsensual Enrollees to begin using the benefits  
6 for which Amazon is already charging them without their consent. In a meeting with Amazon  
7 designers, Neil Lindsay, who managed Prime both as an Amazon Vice President and Senior Vice  
8 President, was asked about Amazon’s use of dark patterns during the Prime enrollment process.  
9 Lindsay explained that once consumers become Prime members—even unknowingly—they will  
10 see what a great program it is and remain members, so Amazon is “okay” with the situation.  
11 Accordingly, Amazon declined to remove problematic design elements from its checkout  
12 enrollment flow.

13           171. Amazon has known since at least 2016 that its Prime checkout enrollment flow  
14 contains design elements that trick people into signing up. In particular, designers within the  
15 Prime Organization and researchers within a separate Shopping Design Organization  
16 (responsible for studying consumer complaints) knew these design elements caused  
17 Nonconsensual Enrollment and urged Amazon leadership to change them. For example, in late  
18 2020, designers and researchers prepared a draft memorandum explaining, in detail, Amazon’s  
19 use of design techniques “designed to mislead or trick users to make them do something they  
20 don’t want to do, like signing up for a recurring bill, favoring shareholder value over user value.”

21           172. Notably, in a different 2021 draft memorandum entitled “Clarity in Prime  
22 Subscription Communications” that designers and researchers prepared for Amazon executive

1 Dave Clark, the authors recounted how the Shopping Design Organization had studied “mistaken  
2 signups since 2016” and identified the problem “to Prime leadership.” Ghani directed  
3 subordinates to revise this language because it “reads accusatory.”

4 173. Importantly, Prime Organization and Shopping Design Organization researchers,  
5 designers, and marketers prevailed upon Amazon leadership to experiment with clarity  
6 improvements four times: in 2018, 2019, 2020, and 2021. Throughout the process, Amazon  
7 leadership did not object to clarity improvements so long as Prime subscriptions did not fall.  
8 Each time Amazon clarified the Prime enrollment process, however, subscriptions did fall. And  
9 each time, Amazon leadership ordered the changes undone.

#### 10 **Amazon’s 2018 Decision to Defer Enrollment Process Changes**

11 174. Beginning in 2014, the predecessor to the Shopping Design Organization began  
12 an effort to identify, study, and resolve “customer frustrations,” or consumer experience issues  
13 across the entire suite of Amazon subscription services, including Prime, Kindle Unlimited,  
14 Audible, and others. This effort became known within Amazon as the Customer Frustrations  
15 Elimination Program (“CFEP”).

16 175. As part of the CFEP, researchers compiled a list of user experience issues  
17 identified by analyzing information consumers provided (including reasons for cancelling  
18 Prime), individual customer frustration “tickets,” and observational “shop-along” research during  
19 which researchers would observe customers shopping on Amazon.

20 176. CFEP researchers created a database of consumer “frustrations” to which  
21 participants across Amazon could contribute, and through which participants across Amazon  
22 could search. Through the database, CFEP researchers centralized Amazon’s consumer research

1 to facilitate collaboration between the CFEP team and the organizations within Amazon (*e.g.*, the  
2 Prime Organization) responsible for—and able to eliminate—a given “frustration.”

3 177. Amazon measures CFEP’s performance based [REDACTED]

4 [REDACTED] In contrast, Amazon measures the Prime Organization’s performance  
5 based on [REDACTED].

6 178. In April 2018, at the direction of Amazon’s leadership, including Lindsay, CFEP  
7 researchers reviewed the database [REDACTED]

8 [REDACTED]  
9 179. CFEP researchers evaluated [REDACTED]

10 [REDACTED]  
11 [REDACTED]  
12 [REDACTED] Through this process, CFEP researchers [REDACTED]

13 [REDACTED]  
14 [REDACTED].

15 180. The Shopping Design Organization’s work overlapped with Project Lucent, a  
16 Prime Organization initiative aimed at increasing clarity and reducing Nonconsensual  
17 Enrollment by “simplifying cluttered templates,” phasing out “design paradigms which could be  
18 confusing to the customer,” and “making the sign-up flow more intuitive,” among other goals.  
19 In 2018, Lindsay received an internal memorandum regarding Project Lucent, which confirmed  
20 “Prime identified the need to increase clarity during the Prime sign-up and on-boarding process.”

21 181. Project Lucent researchers found the UPDP contained numerous problematic  
22 elements. For example, according to the same 2018 document: (1) the button to enroll in Prime

1 “does not make it clear that consumers are signing up for Prime”; (2) the option to decline Prime  
 2 enrollment “is not clear/prominent so customers miss it” and click on the enrollment option  
 3 inadvertently; (3) Prime branding is not prominent on the UPDP “so customers did not realize  
 4 this was a Prime upsell”; and (4) the price of Prime and the fact that the subscription service  
 5 would auto-renew “was not prominent so customers did not realize the associated cost.”

6 182. To address these problems, the Project Lucent team tested several “clarity”  
 7 improvements intended to clarify the UPDP on a small segment of consumers in the United  
 8 States.

9 183. Specifically, Amazon changed the enrollment button from “Get FREE two-day  
 10 shipping” to “Start your 30-day FREE trial.” Amazon also modified the link declining Prime  
 11 from “Continue without fast, free shipping” to “No Thanks.” Additionally, Amazon clarified the  
 12 price of a Prime subscription as well as its auto-renew feature outside of the fine print terms and  
 13 conditions.

14 184. Testing revealed, however, that making these clarity improvements would  
 15 [REDACTED]. In particular, the change to “Start your 30-day FREE  
 16 trial” resulted in [REDACTED], the change to “No Thanks” [REDACTED]  
 17 [REDACTED], and the price and auto-renew clarification [REDACTED].

18 185. On September 24, 2018, Prime and Shopping Design executives met to discuss  
 19 Project Lucent and the CFEP findings related to Nonconsensual Enrollment. The Shopping  
 20 Design Organization had no authority to implement changes within the Prime Organization’s  
 21 area of responsibility, which includes the checkout enrollment flow. The primary question at this  
 22 meeting was “how many Prime signups [is] Amazon . . . willing to lose in order to prevent

1 unintended Prime Signup[.]” At the meeting, Prime Organization representatives opposed  
 2 changes that would reduce subscription numbers because Amazon evaluates Prime’s  
 3 performance substantially based on subscription numbers. Shopping Design Organization  
 4 researchers and leadership favored changes designed to reduce Nonconsensual Enrollment  
 5 because Amazon evaluates Shopping Design based partly on how many customer “frustrations”  
 6 it eliminates.

7 186. Executives acknowledged at the meeting that the enrollment flow lacked  
 8 transparency. [REDACTED]

9 [REDACTED]

10 [REDACTED]

11 [REDACTED]

12 [REDACTED]

13 [REDACTED]

14 187. Because the Project Lucent clarity improvements negatively affected subscription  
 15 numbers, the Prime Division pulled the plug on Project Lucent.

#### 16 **Amazon’s 2019 Decision to Defer Enrollment Process Changes**

17 188. After the Prime Organization failed to address the problems in the Prime  
 18 enrollment flow that CFEP identified, the Shopping Design Organization escalated the issue to  
 19 Senior Vice President Russell Grandinetti, who had authority over both Organizations. Within  
 20 Amazon, “escalations” occur to “break ties” when two organizations within Amazon disagree.

21 189. Consistent with Amazon’s general practice, the Prime and Shopping Design  
 22 Organizations attempted to jointly prepare a memorandum for Grandinetti describing the testing

1 Amazon had conducted as part of Project Lucent, the work CFEP researchers performed, the  
2 business implications, and the prior decision to halt changes.

3 190. On June 17, 2019, high-level representatives of both Organizations met with  
4 Grandinetti. Every member in attendance, including Lindsay and Grandinetti, read the  
5 memorandum at the beginning of the meeting.

6 191. The document identified the issue: “Prime signups are not always transparent”  
7 and “customers sign up without knowing they did.” The document highlighted specific design  
8 attributes contributing to Nonconsensual Enrollment. Among other things, the memorandum  
9 explained that the checkout enrollment flow confused some consumers about whether they were  
10 enrolling and made it difficult for them to understand Prime’s price and auto-renew feature.

11 192. The memorandum further stated these issues were [REDACTED] that Amazon  
12 should address, but also stated that changes to resolve those issues would cause short-term  
13 enrollment to decrease.

14 193. The attendees of the June 17, 2019 meeting discussed their options, including  
15 [REDACTED]  
16 [REDACTED] on the option to decline Prime (e.g., “No Thanks, I do not want fast, FREE  
17 shipping”). Lindsay even suggested something he called “scary”—that Amazon should consider  
18 making it as easy to decline Prime as to enroll. The meeting participants also discussed specific  
19 associated changes, such as changing the decline link to a button to make consumers less likely  
20 to overlook it.

21 194. Eventually, Grandinetti vetoed any changes that would reduce enrollment. He  
22 directed the Prime Organization to improve the checkout enrollment flow as much as it could—

1 but only “while not hurting signups.” Consequently, Amazon continued to use the designs that  
2 caused Nonconsensual Enrollment.

### 3 **Amazon’s 2020 Decision to Defer Enrollment Process Changes**

4 195. In 2020, product marketers and researchers on the Prime Content Experimentation  
5 and Optimization team (“CE&O”) within the Prime Organization reignited “clarity” efforts to  
6 improve trust (*i.e.*, to reduce Nonconsensual Enrollment). One marketer gave a presentation on  
7 clarity to Prime Organization supervisors Nahshon Davidai and Omar Kalim. The presentation  
8 stated that clarity improvements would “[f]oster customer trust with straightforward messaging”  
9 because the lack of clarity within the Prime checkout enrollment flow is a “root cause of  
10 customer friction.” The presentation suggested that the Prime Organization had not implemented  
11 proposed changes because “business goals” (paid subscriber numbers) and “customer clarity”  
12 require “a delicate balance.”

13 196. After reviewing the presentation, Davidai agreed that Amazon should replace  
14 their checkout Prime upsells “with something that meets [their] clarity bar.” Accordingly, the  
15 Prime Division then sought the requisite approval from Ghani and Lindsay to make design  
16 changes to the checkout enrollment flow likely to reduce enrollment.

17 197. The Prime Organization prepared a document entitled “Prime Framework for  
18 Clarity” that summarized the problem and options to address it. In particular, the memorandum  
19 explained that, as a result of manipulative design, Amazon had “accumulated a significant clarity  
20 debt that [it] need[ed] to start paying down.” Furthermore, its “approach to clarity [had] been  
21 short sighted” because “experiments [had] been focused on impact to paid members and  
22 signups” using the existing problematic checkout enrollment flow as a baseline, which made

1 changes difficult because changes that reduced problematic elements lowered enrollment. The  
2 memorandum proposed “considering the impact on member trust and brand equity” instead.

3 198. The document framed the issue this way: “[w]e seek leadership feedback on i)  
4 are we willing to take an initial membership hit to reset our clarity baseline, and if so, ii) how  
5 fast we should move to fix these defects.”

6 199. After Ghani approved a draft on June 3, 2020, the Prime Organization organized a  
7 “Prime Clarity and Member Trust Review” with Lindsay on July 24, 2020. At least initially,  
8 Lindsay agreed to support the CE&O team’s push for clarity.

9 200. Following the meeting, in September 2020, the Prime Organization fixed several  
10 key problems with the UPDP in the United States including: (a) changing the “decline” option  
11 from a link to a “No thanks” button; (b) making Prime’s price visible outside the terms and  
12 conditions; and (c) re-labelling the enrollment button with wording that included “Prime” or  
13 “Free Trial” (collectively, the “September 2020 Changes”).

14 201. As predicted, the September 2020 Changes reduced Prime’s subscription  
15 numbers.

16 202. By November 2020, however, it became clear that the September 2020 Changes  
17 would cause Prime to miss its financial goals. On December 3, 2020, Lindsay and Ghani met  
18 with various Prime Organization leaders and another executive, Doug Herrington, to review  
19 Prime’s performance. [REDACTED]

20 [REDACTED]. The  
21 memorandum further explained that, as a consequence, the Prime Organization would roll back  
22

1 the September 2020 Changes and return to the version of the enrollment checkout flow [REDACTED]

2 [REDACTED].

3 203. Ghani and Lindsay decided to make this rollback permanent. In this regard, the  
4 Prime Organization continued to implement Grandinetti's original instruction not to make  
5 changes that would reduce subscriptions.

6 204. Separately, a Shopping Design senior researcher formed a "Clarity Working  
7 Group" to improve the enrollment and cancellation process across *all* of Amazon's subscription  
8 programs, including Prime, Audible, Kindle Unlimited, and Amazon Music Unlimited. It  
9 produced a memorandum and design mockups comparing the then-current versions of  
10 problematic enrollment and cancellation processes across Amazon with revised versions  
11 intended to "increase clarity during subscription sign-up, renewal, and cancellation." For  
12 instance, with respect to Prime, the Clarity Working Group recommended that the enrollment  
13 button needs to clearly state that a customer is signing up for a 30-day free trial or a paid  
14 subscription rather than only stating the customer will receive "FREE" shipping. The Clarity  
15 Working Group further highlighted the fact that customers had trouble finding the ingress to the  
16 Iliad Flow and prematurely abandoned the Iliad Flow under the incorrect assumption they had  
17 completed cancellation of their Prime subscription. The Clarity Working Group also proposed  
18 metrics to evaluate performance [REDACTED].

19 The Clarity Working Group presented its memorandum and design mockups to Ghani and a  
20 Shopping Design executive, Llew Mason, on December 16, 2020.

1           205. The Clarity Working Group’s December 16, 2020, memorandum urged Amazon  
 2 not to “let financial impact impede efforts to build a trustworthy [customer experience].” It  
 3 further noted the decision to roll back the September 2020 Changes would “improve growth  
 4 metrics” but at the expense of engaging in a [REDACTED] The Clarity Working Group  
 5 asked Mason and Ghani to “urgently revisit this rollback strategy with the right decision-  
 6 makers.”

7           **Amazon’s 2021 Decision to Make Certain Changes in Response to Regulatory Pressure**

8           206. On January 6, 2021, Ghani emailed Lindsay. Ghani explained that he had met  
 9 with the Shopping Design Clarity Working Group, which put “forth some standards that Prime  
 10 knows would be significant headwinds to sign ups and are counter to where I think we landed  
 11 with you and Doug [Herrington].” Ghani further acknowledged the “real tension between the  
 12 ongoing push to improve [the customer experience] . . . and the concrete decisions to be made in  
 13 Prime upsells and their headwind to growth,” describing that process as a “balancing act.” Ghani  
 14 also explained to Lindsay “[t]he reality is that the changes we made in September to Prime  
 15 templates where (sic) deemed to be near the ‘minimum bar’ of what we wanted to improve (e.g.,  
 16 call out the price outside of the [terms and conditions], make negative [button or link] as  
 17 prominent as positive (sic), remove shadow boxes around buttons). But as you know, the  
 18 changes nevertheless had a significant negative impact.”

19           207. Lindsay elected to prepare yet another memorandum for yet another executive,  
 20 Senior Vice President Dave Clark, to again facilitate a decision among Lindsay, Ghani, and  
 21 others regarding whether to make any changes.

1           208. Specifically, Lindsay explained to Ghani: “I may land in the same place, but  
2 given how hot this topic is in the press lately, and the risk of regulatory action in some countries,  
3 I [am] [sic] wondering how you might thread the needle . . . between making it easy to join, easy  
4 not to mistakenly join and not unduly difficult to unsubscribe[.]”

5           209. Additionally, Lindsay asked for “benchmarking,” or analyses of the enrollment  
6 and cancellation processes Amazon’s competitors use. Lindsay and Ghani sought to determine  
7 whether, regardless of Amazon’s own behavior or legal obligations, its competitors appeared to  
8 use more pernicious enrollment and cancellation design techniques. The Prime Organization  
9 then compiled the requested “benchmarking” information comparing the Prime checkout  
10 enrollment flow and the Iliad Flow to competitors’ enrollment and cancellation experiences.

11           210. The Prime Organization further prepared a draft memorandum that Ghani and  
12 Lindsay approved. That memorandum posed several questions, including “[h]ow much friction  
13 should we add to the signup process knowing that these initiatives come[] at a cost in terms of  
14 signups and member balance?” The memorandum answered: “Based on results from our  
15 experiments, we believe tightening clarity at a single transaction at signup is not the right  
16 approach and that such highly impactful changes to the [customer experience] should not be  
17 introduced abruptly given the shock to business performance[.]”

18           211. The Prime Organization’s memorandum asked: “How easy should we make it to  
19 cancel Prime?” It also framed the issue as whether Amazon should simplify the Iliad Flow for  
20 some consumers, “while taking others through a longer path, communicating the benefits of a  
21 membership and persuading them to stay Prime. . . . If not, should we lean in towards a strategy  
22

1 that simplifies cancellation across the board, including enabling a one click cancellation for all  
2 customers . . . ?” However, Lindsay and Ghani made no changes.

3 212. In assisting with the memorandum, one Clarity Working Group member noted the  
4 existence of “consumer watchdogs [who] say the manipulative ‘dark pattern’ design makes it  
5 hard for people to end membership.”

6 213. On March 16, 2021, the FTC issued a CID to Amazon seeking information  
7 necessary to evaluate whether the Prime enrollment process and the Iliad Flow violated the  
8 Restore Online Shoppers’ Confidence Act (“ROSCA”), 15 U.S.C. §§ 8401-05. At that point,  
9 Amazon’s in-house counsel (and, later, its outside counsel) assumed greater control over  
10 business decisions involving the Prime enrollment process and the Iliad Flow.

11 214. Clark met with Lindsay and Ghani on May 6, 2021, less than two months after the  
12 CID. Amazon decided to make changes to the enrollment and Iliad flows either during or as a  
13 result of this meeting.

14 215. Amazon made these changes as a result of pressure from both the FTC and  
15 European Union regulators.

16 216. In the second quarter of 2021, Amazon initiated a project to shorten the Iliad Flow  
17 in the European Union. As discussed above, *see* Paragraphs 113 and 116, Amazon made  
18 changes to the Iliad Flow in the United States in or about April 2023.

### 19 **Manipulative Designs in the Checkout Enrollment and Iliad Flows**

20 217. The manipulative designs (sometimes called dark patterns) Amazon uses, or has  
21 used, in its Prime enrollment flows and the Iliad Flow include the following elements:

1           (a)    Forced Action. “Forced Action” is a design element that requires users to  
2 perform a certain action to complete a process or to access certain functionality.

3                   (i)    Amazon uses Forced Action in the UPDP version of its Prime  
4 enrollment flow, during which Amazon forces the consumer to choose whether to enroll in Prime  
5 before allowing the consumer to complete her purchase. In fact, at least as of 2018, Amazon  
6 knew that some consumers clicked on yellow buttons expecting only to continue the checkout  
7 process rather than to enroll in Prime.

8                   (ii)   Amazon also uses Forced Action in its Iliad Flow by forcing the  
9 consumer to proceed through multiple screens to cancel their subscription. The presence of  
10 Forced Action complicates the Iliad Flow.

11           (b)    Interface Interference. “Interface Interference” is a design element that  
12 manipulates the user interface in ways that privilege certain specific information relative to other  
13 information.

14                   (i)    Amazon uses Interface Interference in its Prime checkout  
15 enrollment flow, most versions of which reveal the terms and conditions of Prime only once  
16 during the purchase process, and then only in a small, easy-to-miss font. Amazon also uses  
17 repetition and color to direct consumers’ attention to the words “free shipping” and away from  
18 Prime’s price, which leads some consumers to enroll without providing informed consent.

19                   (ii)   Amazon also uses Interface Interference in the Iliad Flow by  
20 emphasizing options that divert the consumer from the flow without cancelling and by  
21 employing warning icons near the option to cancel, which evokes anxiety and fear of loss in  
22 consumers. The presence of Interface Interference complicates the Iliad Flow.

(c) Obstruction (“Roach Motel”). “Obstruction,” also known as the “roach motel” technique, is a design element that involves intentionally complicating a process through unnecessary steps to dissuade consumers from an action.

(i) Amazon uses Obstruction throughout its Prime checkout enrollment flows by making the option to decline enrollment difficult to locate. In fact, since at least 2018, Amazon has known that some consumers cannot find the less prominent “No Thank You” link to decline enrollment.

(ii) Amazon also uses Obstruction in its Iliad Flow by: (1) making the ingress to the Iliad Flow difficult for consumers to locate; and (2) forcing consumers who have already expressed an intent to cancel by locating and entering the Iliad Flow to view marketing and reconsider options other than cancellation. The presence of Obstruction complicates the Iliad Flow.

(d) Misdirection. “Misdirection” is a design element that focuses a consumer’s attention on one thing to distract from another.

(i) Amazon uses Misdirection in its Prime checkout enrollment flow by presenting asymmetric choices that make it easier to enroll in Prime than not. Additionally, certain versions of Amazon’s checkout enrollment flow offer consumers only a less prominent blue link to decline Prime.

(ii) Internal materials from Amazon identify the use of a link rather than a button as a type of “misdirection.” In fact, Amazon has known for years that presenting consumers with visually unequal options is problematic. As one email from a senior researcher recounts, “[d]ating back to 2017, we have made multiple requests (at the Neil [Lindsay] and

1 Jamil [Ghani] level) that the [Prime] team move to a more customer-friendly and accessible CX  
2 [customer experience], whereby we would use two equally prominent buttons for the Sign Up vs.  
3 No Thanks.” [REDACTED]

4 [REDACTED] Amazon also uses Misdirection in certain versions of the  
5 Prime checkout enrollment flow by failing to label the button that enrolls consumers in Prime  
6 with text indicating what pressing the button will do. For example, Amazon has known for years  
7 that some consumers do not understand that buttons labelled “Get FREE two-day shipping”  
8 actually enroll the consumer in the Prime subscription program.

9 (iii) Amazon also uses Misdirection in its Iliad Flow by presenting  
10 consumers with asymmetric choices that make it easier to abandon an attempted Prime  
11 cancellation than to complete it. In particular, Amazon uses attractors such as animation, a  
12 contrasting color blue, and text to draw consumers’ attention to “Remind me later” and “Keep  
13 my benefits” options rather than “Continue to Cancel.” Amazon further misdirects consumers  
14 who have entered the Iliad Flow by presenting visually appealing options to perform acts other  
15 than cancel, such as exploring the benefits of the subscription service (thereby exiting the Iliad  
16 Flow). The presence of Misdirection complicates the Iliad Flow.

17 (e) Sneaking. “Sneaking” is a design element that consists of hiding or  
18 disguising relevant information, or delaying its disclosure. Amazon uses Sneaking by failing to  
19 clearly and conspicuously disclose Prime’s terms and conditions during its enrollment checkout  
20 flow, including its price and auto-renew attribute. Amazon also employs Sneaking by failing to  
21 show Prime’s price or its auto-renewal feature in the consumer’s cart.

(f) Confirmshaming. “Confirmshaming” is a design element that uses emotive wording around the disfavored option to guilt users into selecting the favored option. Until at least 2020, the Prime checkout enrollment flow used confirmshaming by requiring consumers who sought to decline Prime to click a link stating “No thanks, I do not want fast, free delivery”:

No thanks, I do not want fast, free shipping

Get FREE Two-Day Shipping

Enjoy Prime FREE for 30 days

Amazon used such confirmshaming despite internal analyses questioning the propriety of this wording. Amazon’s most recent TrueSPC enrollment pathway continues to use a form of confirmshaming when it claims: “we’d hate for you to miss out on unlimited fast, FREE delivery.”

### **Amazon’s Other Subscription Programs Have Similar Features**

218. Amazon operates other subscription services including Audible (audiobooks and podcasts), Kindle Unlimited (eBooks and digital media), Amazon Music Unlimited (streaming music), and Subscribe & Save (regularly-scheduled delivery of consumer goods). These other subscription services also use similar manipulative design elements that trick consumers into signing up and thwart their cancellation attempts.

219. Amazon’s internal usage numbers demonstrate the problem. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

COMPLAINT  
Case No. 2:23-cv-0932

Federal Trade Commission  
600 Pennsylvania Ave. NW  
Washington, DC 20580  
(202) 326-3320

220. Design concepts that Amazon employs in Prime—its largest subscription service—are readily transferrable to Amazon’s other subscription programs. Indeed, the Amazon designers and researchers who unsuccessfully urged Amazon to change Prime enrollment and cancellation processes also asked Amazon executives to make similar changes to Amazon’s other subscription programs. As with Prime, however, Amazon leadership slowed or prevented clarity-enhancing and legally-required design changes that would reduce subscription numbers.

### **Amazon’s Misuse of the “Privileged” Label on Documents**

221. Amazon and its executives, including Lindsay, Grandinetti, and Ghani, misused “privileged” designations on documents addressing issues related to Nonconsensual Enrollment and the Iliad Flow:

(a) Amazon and its executives, including Lindsay, Grandinetti, and Ghani, labelled or forwarded material as “privileged” when the material addressed issues related to Nonconsensual Enrollment or the Iliad Flow but did not contain or seek legal advice. Amazon and its leadership further directed subordinates to follow this improper practice. For example, one employee wrote in a January 20, 2021 email that “clarity is a P&C [privileged and confidential] topic.” In another, a Prime VP stated, “it’s not appropriate to have this conversation [on a lack of clarity in an enrollment upsell] over email, and increasingly a mass one at that (just adding P&C does little).”

(b) Amazon and its executives, including Lindsay and Ghani, included phrases such as “for counsel” or “seeking counsel” or similar at the beginning of

1 email correspondence addressing issues related to Nonconsensual Enrollment or  
2 the Iliad Flow—typically copied to one lawyer along with many businesspeople—  
3 when the correspondence did not contain a request for legal advice. Amazon and  
4 its leadership further directed subordinates to follow this improper practice.

5 (c) Amazon and its executives, including Lindsay, Grandinetti, and Ghani,  
6 included attorneys in certain meetings about Nonconsensual Enrollment and the  
7 Iliad Flow for the purpose of attempting to render the meetings privileged. For  
8 instance, Amazon withheld all information regarding the May 6, 2021 meeting  
9 referenced in Paragraph 214. Amazon and its leadership further directed  
10 subordinates to follow this improper practice.

11 222. Amazon, Lindsay, Grandinetti, and Ghani performed or directed these improper  
12 practices because they understood that Nonconsensual Enrollment and the Iliad Flow would  
13 inevitably result in government investigations.

14 223. By identifying (and causing others to identify) communications concerning  
15 Nonconsensual Enrollment and the Iliad Flow as privileged when they were not, Amazon,  
16 Lindsay, Grandinetti, and Ghani obstructed the FTC's investigation, delaying the Commission's  
17 ability to access the falsely-labelled material.

18 224. When these acts occurred, Amazon, Lindsay, Grandinetti, and Ghani knew that  
19 the Commission's investigatory proceeding was foreseeable or underway. Amazon, Lindsay,  
20 Grandinetti, and Ghani intended to interfere with the Commission's investigatory proceeding  
21 and, in fact, did so in the manner alleged herein.

**Amazon's Other Attempts to Delay the Commission's Investigation**

225. On March 16, 2021, the Commission issued a CID to Amazon seeking information regarding the enrollment and cancellation practices associated with Prime. The CID directed Amazon to respond by April 15, 2021. Amazon assured the Commission that it would cooperate, but did not.

226. Amazon has over 1.5 million employees—*i.e.*, potential document custodians—and its internal communications are replete with acronyms and other jargon—*i.e.*, potential search terms—not readily identifiable to outsiders. Accordingly, as with any discovery process, the Commission had to, and did, rely on Amazon to participate in good faith in the discovery planning process, including by identifying appropriate custodians and search terms.

227. During at least one phone call shortly following the issuance of the CID, Amazon's counsel assured the FTC's counsel that, in substance, "I will get you what you need." Amazon's counsel also told the FTC's counsel that Amazon would work "to identify the most efficient means of providing [the FTC] with the information [it] need[s] to complete [its] investigation." These assurances are consistent with any opposing counsel's obligation to engage in good faith discovery planning. As detailed below, however, Amazon did not follow through on these assurances, instead, for example, proposing search terms and custodians that led the Commission away from key documents.

228. In the context of the customary need to rely on opposing counsel to act in good faith, Amazon counsel's significant experience working on FTC investigations, Amazon's promise to "get you what you need," the massive amount of potential document custodians and search terms (many of which were unknowable to the Commission), and other express

1 assurances of cooperation throughout the Subject Period, the Commission agreed to rely on  
2 Amazon to provide—in the first instance—a sufficient response to the CID, including reasonable  
3 search terms and custodians, to enable the Commission to fairly evaluate Amazon’s Prime  
4 enrollment and cancellation practices. However, the Commission always reserved its right to ask  
5 for additional responsive information and additional search terms and custodians.

6 229. Accordingly, during the Subject Period, in response to Amazon’s assurances of  
7 cooperation and that Amazon would provide the Commission what it needed, the Commission  
8 temporarily accepted the eight custodians (out of approximately 500 employees with potentially-  
9 responsive information) and narrow search terms Amazon proposed. The Commission relied on  
10 Amazon’s assurances that the custodians and search terms selected by Amazon would provide  
11 the information the FTC needed.

12 230. By March 14, 2022, one year later, Amazon had produced only a small amount of  
13 material—fewer than 9,000 documents—using the custodians and search terms that it had  
14 proposed.

15 231. On March 14, 2022, *Business Insider* published information leaked from current  
16 and former Amazon employees regarding the problems with Amazon’s Prime checkout  
17 enrollment flow and the Iliad Flow. The Commission quickly ascertained that Amazon had  
18 failed to disclose much of the now-leaked documents and information to the Commission,  
19 despite the fact that at least some of it was responsive to the outstanding CID. Amazon withheld  
20 the information by identifying combinations of search terms and custodians it knew would not  
21 surface the most probative—and inculpatory—material. Among other things, Amazon failed to  
22 identify as custodians key individuals who communicated extensively about the Prime

1 enrollment and cancellation processes, including the most knowledgeable employees on these  
2 subjects. Amazon also failed to identify as custodians individuals the *Business Insider* article  
3 named as key decision-makers regarding the Nonconsensual Enrollment problem and the Iliad  
4 Flow.

5 232. In contrast, two of the eight custodians identified by Amazon performed little  
6 work germane to the investigation. But for the *Business Insider* article, Amazon's failure to  
7 identify relevant custodians and search terms may have gone undiscovered.

8 233. Pursuant to its reservation of rights, on April 19, 2022, the Commission issued an  
9 extensive follow-up demand for additional information. Amazon did not comply with this  
10 demand, instead making the incredible claim that doing so would take 30 months.

11 234. On June 30, 2022, the Commission issued an additional CID to Amazon as well  
12 as CIDs to various current and former employees seeking documents and testimony. Amazon  
13 also did not comply with the June 30, 2022 CID.

14 235. Instead, on August 5, 2022, Amazon and certain individual CID recipients  
15 (including executives Lindsay, Ghani, and Grandinetti) petitioned the Commission to quash the  
16 June 2022 CIDs. On September 21, 2022, the Commission denied the petition in every material  
17 respect. Three Commissioners noted with respect to one legal question Amazon raised as a basis  
18 to delay or avoid providing testimony: "The issue raised by this dispute is just one of many  
19 challenges facing FTC staff when pursuing complex investigations of targets that may perceive  
20 benefits to prolonging discovery." Although the Commission ordered Amazon and the  
21 individual petitioners to fully comply, they did not.

1           236. Amazon’s effort to delay the Commission’s investigation included its failure to  
2 identify custodians—including employees who worked the most on clarity issues on enrollment  
3 and cancellation—and search terms reasonably likely to surface the most probative information.  
4 In addition to Amazon’s failure to identify custodians and search terms during the Subject Period  
5 that would have produced the material to which the *Business Insider* article referred, Amazon did  
6 not identify any Shopping Design Organization custodians at all.

7           237. Amazon largely failed to timely produce the documents the CIDs require.  
8 Although Prime is the world’s largest subscription program, Amazon produced fewer than  
9 30,000 documents during the entire two-year investigation. Small businesses routinely produce  
10 more material to Commission investigators. Moreover, Amazon did not produce most of those  
11 documents before October 2022—eighteen months after the Commission’s initial CID.

12           238. Amazon’s false cooperation assurances described in Paragraphs 225 through 237  
13 constituted intentional misconduct meant to delay the Commission’s investigation and this  
14 Complaint. Furthermore, these false cooperation assurances misled the Commission and  
15 affirmatively concealed the causes of action asserted herein during the Subject Period.  
16 Amazon’s wrongful conduct foreseeably caused, and did in fact cause, delay of the  
17 Commission’s investigation.

18           239. At all times, the Commission acted diligently. Among other things, during the  
19 Subject Period, the Commission reviewed material Amazon produced and provided feedback to  
20 Amazon Counsel through correspondence and teleconferences. The Commission also made  
21 supplemental requests and, to expedite Amazon’s response, demanded that the company accept a  
22 timeline for its production.

240. Amazon's bad faith response to the Commission's CID constitutes an extraordinary circumstance beyond the Commission's control. But for Amazon's effort to frustrate the Commission's investigation, the Commission would have filed this action many months earlier. Amazon's false cooperation assurances described in Paragraphs 225 through 237 delayed the Commission's investigation during the period from April 15, 2021 (the initial CID return date) and March 14, 2022 (the publication of the *Business Insider* article).

241. Amazon's largely unsuccessful petition to quash delayed the Commission's investigation during the period of its pendency, from August 5, 2022 until September 21, 2022.

242. Based on the facts and violations of law alleged in this Complaint, the FTC has reason to believe that Defendant is violating, and is about to violate, laws enforced by the Commission because Defendant has engaged in ROSCA violations repeatedly and knowingly for years. Those violations are ongoing. Even if Amazon halts or has halted some problematic conduct, Amazon has consistently pressured its employees to maintain Prime subscription numbers, meaning the incentive for enrollment and cancellation process violations remains.

243. Additionally, until shortly before the Commission filed this Complaint, Amazon used the Iliad Flow to persuade consumers to keep their Prime subscriptions. Amazon only revamped Iliad in response to pressure from the Commission, and without such pressure—including this lawsuit—Amazon would likely restore Iliad. Furthermore, the revamped cancellation process still contains problematic elements because the cancellation process remains difficult to locate on both desktop and mobile. Amazon still requires five clicks on desktop and six on mobile for consumers to cancel from Amazon.com. And both flows still require consumers to proceed through extraneous information unnecessary to the cancellation process

1 and presented solely to discourage cancellation. The continued presence of these problematic  
2 elements illustrates that, although the form of the cancellation flow recently changed, Amazon's  
3 mindset has not.

4 244. Indeed, Amazon considers changes to Prime enrollment and cancellation  
5 mechanisms as "two-way door" decisions, meaning that those changes can be undone at any  
6 time.

7 245. Amazon is one of the world's largest and most well-resourced companies. It has  
8 extensive legal resources including in-house and outside counsel with expertise in the FTC Act,  
9 ROSCA, and the company's other consumer protection obligations. Amazon embedded in-  
10 house counsel within the Prime Organization, and key decisionmakers Lindsay, Ghani, and  
11 Grandinetti routinely conferred with such in-house counsel, including in-house attorney Praju  
12 Tuladhar, regarding obligations under the FTC Act, ROSCA, and other consumer protection  
13 laws and regulations.

14 246. Accordingly, Amazon has actual knowledge or knowledge fairly implied on the  
15 basis of objective circumstances that its actions are unfair or deceptive and are prohibited by  
16 ROSCA.

17 **VIOLATIONS OF THE FTC ACT**

18 247. Section 5(a) of the FTC Act, 15 U.S.C. § 45(a), prohibits "unfair or deceptive acts  
19 or practices in or affecting commerce."

20 248. Acts or practices are unfair under Section 5 of the FTC Act if they cause or are  
21 likely to cause substantial injury to consumers that consumers cannot reasonably avoid  
22

1 themselves and that is not outweighed by countervailing benefits to consumers or competition.  
 2 15 U.S.C. § 45(n).

### 3 **COUNT I**

#### 4 **Unfairly Charging Consumers Without Consent**

5 249. In numerous instances, as described in Paragraphs 2 through 224 above,  
 6 Defendant has charged consumers without their express informed consent.

7 250. Defendant's actions cause or are likely to cause substantial injury to consumers  
 8 that consumers cannot reasonably avoid themselves and that is not outweighed by countervailing  
 9 benefits to consumers or competition.

10 251. Therefore, Defendant's acts or practices as set forth in Paragraph 249 constitute  
 11 unfair acts or practices in violation of Section 5 of the FTC Act, 15 U.S.C. § 45(a), (n).

### 12 **VIOLATIONS OF THE RESTORE ONLINE SHOPPERS CONFIDENCE ACT**

13 252. In 2010, Congress passed the Restore Online Shoppers' Confidence Act, 15  
 14 U.S.C. §§ 8401-05, which became effective on December 29, 2010. Congress passed ROSCA  
 15 because "[c]onsumer confidence is essential to the growth of online commerce. To continue its  
 16 development as a marketplace, the Internet must provide consumers with clear, accurate  
 17 information and give sellers an opportunity to fairly compete with one another for consumers'  
 18 business." Section 2 of ROSCA, 15 U.S.C. § 8401.

19 253. Section 4 of ROSCA, 15 U.S.C. § 8403, generally prohibits charging consumers  
 20 for goods or services sold in transactions effected on the Internet through a negative option  
 21 feature, as that term is defined in the FTC's Telemarketing Sales Rule ("TSR"), 16 C.F.R.  
 22 § 310(w), unless the seller: (a) clearly and conspicuously discloses all material terms of the

1 transaction before obtaining the consumer's billing information; (b) obtains the consumer's  
 2 express informed consent before making the charge; and (c) provides simple mechanisms to stop  
 3 recurring charges. *See* 15 U.S.C. § 8403.

4 254. The TSR defines a negative option feature as: "in an offer or agreement to sell or  
 5 provide any goods or services, a provision under which the consumer's silence or failure to take  
 6 an affirmative action to reject goods or services or to cancel the agreement is interpreted by the  
 7 seller as acceptance of the offer." 16 C.F.R. § 310.2(w).

8 255. As described in Paragraphs 2 through 224, Defendant has created and manages  
 9 several negative option features as defined by the TSR, 16 C.F.R. § 310.2(w), including Prime.

10 256. Pursuant to Section 5 of ROSCA, 15 U.S.C. § 8404(a), and Section 18(d)(3) of  
 11 the FTC Act, 15 U.S.C. § 57a(d)(3), a violation of ROSCA constitutes a violation of a rule under  
 12 section 18 of the FTC Act, 15 U.S.C. § 57a, and constitutes an unfair or deceptive act or practice  
 13 in or affecting commerce, in violation of Section 5(a) of the FTC Act, 15 U.S.C. § 45(a).

14 257. Section 5(m)(1)(A) of the FTC Act, 15 U.S.C. § 45(m)(1)(A), as modified by  
 15 Section 4 of the Federal Civil Penalties Inflation Adjustment Act of 1990, 28 U.S.C. § 2461, as  
 16 amended, and as implemented by 16 C.F.R. § 1.98(d), authorizes this Court to award monetary  
 17 civil penalties of up to \$50,120 for each violation of ROSCA, 16 C.F.R. § 1.98(d).

## 18 **COUNT II**

### 19 **Violation of ROSCA—Inadequate Disclosures**

20 258. In numerous instances, in connection with charging consumers for goods or  
 21 services sold in transactions effected on the Internet through a negative option feature, as  
 22

described in Paragraphs 2 through 224 above, Defendant failed to clearly and conspicuously disclose all material terms of the transaction, including the price of Prime, its auto-renewal provision, and cancellation requirements, before obtaining the consumer's billing information.

259. Defendant's practices as set forth in Paragraph 258 are violations of Section 4 of ROSCA, 15 U.S.C. § 8403(1), and are therefore violations of a rule promulgated under Section 18 of the FTC Act, 15 U.S.C. § 57a, 15 U.S.C. § 8404(a), and therefore constitute an unfair or deceptive act or practice in violation of Section 5(a) of the FTC Act, 15 U.S.C. § 45(a).

260. Defendant committed the violations set forth in Paragraph 258 with the knowledge required by Section 5(m)(1)(A) of the FTC Act, 15 U.S.C. § 45(m)(1)(A).

### **COUNT III**

#### **Violation of ROSCA—Nonconsensual Enrollment**

261. In numerous instances, in connection with charging consumers for goods or services sold in transactions effected on the Internet through a negative option feature, as described in Paragraphs 2 through 224 above, Defendant failed to obtain the consumer's express informed consent before charging the consumer's credit card, debit card, bank account, or other financial account for the transaction.

262. Defendant's practices as set forth in Paragraph 261 are violations of Section 4 of ROSCA, 15 U.S.C. § 8403(2), and are therefore violations of a rule promulgated under Section 18 of the FTC Act, 15 U.S.C. § 57a, 15 U.S.C. § 8404(a), and therefore constitute an unfair or deceptive act or practice in violation of Section 5(a) of the FTC Act, 15 U.S.C. § 45(a).

263. Defendant committed the violations set forth in Paragraph 261 with the knowledge required by Section 5(m)(1)(A) of the FTC Act, 15 U.S.C. § 45(m)(1)(A).

**COUNT IV**

**Violation of ROSCA—Failure To Provide Simple Cancellation Mechanism**

264. In numerous instances, in connection with charging consumers for goods or services sold in transactions effected on the Internet through a negative option feature, as described in Paragraphs 2 through 224 above, Defendant fails to provide simple mechanisms for a consumer to stop recurring charges for the good or service to the consumer's credit card, debit card, bank account, or other financial account.

265. Defendant's practices as set forth in Paragraph 264 are violations of Section 4 of ROSCA, 15 U.S.C. § 8403(3), and are therefore violations of a rule promulgated under Section 18 of the FTC Act, 15 U.S.C. § 57a, 15 U.S.C. § 8404(a), and therefore constitute an unfair or deceptive act or practice in violation of Section 5(a) of the FTC Act, 15 U.S.C. § 45(a).

266. Defendant committed the violations set forth in Paragraph 264 with the knowledge required by Section 5(m)(1)(A) of the FTC Act, 15 U.S.C. § 45(m)(1)(A).

**CONSUMER INJURY**

Consumers are suffering, have suffered, and will continue to suffer substantial injury as a result of Defendant's violations of the FTC Act and ROSCA. Absent injunctive relief by this Court, Defendant is likely to continue to injure consumers and harm the public interest.

**PRAYER FOR RELIEF**

Wherefore, Plaintiff requests that the Court:

A. Enter a permanent injunction to prevent future violations of the FTC Act and ROSCA by Defendant;

B. Award Plaintiff monetary civil penalties from Defendant for every violation of ROSCA;

C. Award monetary and other relief within the Court's power to grant; and

D. Award any additional relief as the Court determines to be just and proper.

Respectfully submitted,

Dated: June 21, 2023

By: /s/ Evan Mendelson  
EVAN MENDELSON (DC Bar #996765)

By: /s/ Jonathan Cohen  
JONATHAN COHEN (DC Bar #483454)

By: /s/ Olivia Jerjian  
OLIVIA JERJIAN (DC Bar #1034299)

By: /s/ Thomas Maxwell Nardini  
THOMAS MAXWELL NARDINI (IL Bar #  
6330190)

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580

(202) 326-3320; emendelson@ftc.gov (Mendelson)  
(202) 326-2551; jcohen2@ftc.gov (Cohen)  
(202) 326-2749; ojerjian@ftc.gov (Jerjian)  
(202) 326-2812; tnardini@ftc.gov (Nardini)

By: /s/ Colin D. A. MacDonald  
Colin D. A. MacDonald (WSBA # 55243)  
Federal Trade Commission  
915 Second Ave., Suite 2896  
Seattle, WA 98174  
(206) 220-4474; cmacdonald@ftc.gov (MacDonald)

ATTORNEYS FOR PLAINTIFF  
FEDERAL TRADE COMMISSION

COMPLAINT  
Case No. 2:23-cv-0932

Federal Trade Commission  
600 Pennsylvania Ave. NW  
Washington, DC 20580  
(202) 326-3320

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23

COMPLAINT  
Case No. 2:23-cv-0932

Federal Trade Commission  
600 Pennsylvania Ave. NW  
Washington, DC 20580  
(202) 326-3320

# **ATTACHMENT A**



[SIGN IN](#) [SHIPPING & PAYMENT](#) [GIFT OPTIONS](#) [PLACE ORDER](#)

## Nicole KuhnFT8, why pay for shipping? Save \$6.09 with FREE Two-Day Shipping on this order

Delivery Speed	
Same-Day Delivery (in select areas)	FREE
One-Day Shipping (in select areas)	FREE
Two-Day Shipping	FREE

**Start a 30-day free trial of Amazon Prime**

[No thanks, I do not want fast, free shipping](#)

**Get FREE Two-Day Shipping**

Enjoy Prime FREE for 30 days

By signing up, you agree to the [Amazon Prime Terms](#) and authorize us to charge your default payment method or another payment method on file after your 30-day free trial. Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$12.99/month + any taxes, you may cancel any time by visiting Your Account.

# **ATTACHMENT B**

## Test, we're giving you a 30-day FREE Trial of Prime.

No minimum order threshold for FREE Two-Day Delivery



Your Prime benefits include:

Delivery Speed	prime
Same-Day Delivery (in select cities)	FREE
One-Day Delivery (in select cities)	FREE
Two-Day Delivery	FREE

**Save \$5.99** on your Prime eligible items with FREE Two-Day Delivery on this order.

[No thanks, I do not want fast, FREE delivery](#)

**Get FREE Two-Day Delivery**

Enjoy Prime FREE for 30 days

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorize us to charge your credit card (Visa \*\*\*\*-1111) or another available credit card on file after your 30-day free trial. Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$12.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings. For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

Having difficulties? Please visit our [Help](#) page to learn more about placing an order.

[Conditions of Use](#) | [Privacy Notice](#) © 1996-2020, Amazon.com, Inc.

# **ATTACHMENT C**

Amazon Customer, why pay for shipping? Save \$4.99 with fast, free shipping on this order

**Start your 30-day free trial of Amazon Prime**

<b>FREE Two-Day Shipping</b> Fast, free shipping on millions of eligible items to most cities in Canada	<b>FREE Same-Day or One-Day</b> Same-Day or One-Day Delivery available in select major cities in Canada	<b>No minimum order size</b> Ship one item or ten - you can always order more later
--	--	--

Your 30-day free trial can be canceled anytime.

[Continue without the Amazon Prime benefits](#)

**Start Your 30-Day Prime FREE Trial**

No minimum order size

By signing up, you agree to the [Amazon Prime Terms & Conditions](#) and authorize us to charge your default payment method (1234) or another payment method on file after your 30-day free trial. Your Amazon Prime membership continues until cancelled. If you do not wish to continue for CDN\$ 7.99/month (plus any applicable taxes), you may cancel any time by visiting Your Account. If you are a resident of Quebec (determined by billing address at signup), you are signing up for a monthly membership with the first 30 days included at no charge. Your default payment method will be charged CDN\$ 7.99 (plus any applicable taxes) at the end of your first 30 days and monthly thereafter. If you cancel during the first 30 days, your card will not be charged. By joining Prime, you will have a Prime Video and a Prime membership. To avoid paying for both, simply cancel your Prime Video membership after you join Prime.

# **ATTACHMENT D**



SIGN IN  SHIPPING & PAYMENT GIFT OPTIONS PLACE ORDER

Test, we're giving you a 30-day FREE trial of Prime

Prime Benefits	
Prime Video	Included
Amazon Music Prime	Included
FREE delivery on Prime eligible items	Included

After your FREE trial, Prime is just \$12.99/month

No Thanks

Start my 30-day FREE trial

No commitments. Cancel anytime.

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorize us to charge your credit card (Visa \*\*\*\*-1111) or another available credit card on file after your 30-day free trial. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$12.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.** For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

# **ATTACHMENT E**

## Test, thank you for being a loyal customer. We're giving you Prime FREE for 30 days.

Receive eligible items **Thursday, Dec. 22 by 8PM** with Prime

Your top Prime eligible item in cart:



[No thanks](#)

Delivery details:

Delivery cost without Prime	 <b>FREE</b>
<b>\$5.99</b>	

**Save \$5.99** on your Prime eligible items with FREE Prime Delivery on this order. After your FREE trial, Prime auto-renews for just \$14.99/month.

**Get FREE Prime Delivery with Prime**

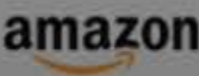
Enjoy Prime FREE for 30 days

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorize us to charge your default payment method (Visa \*\*\*\*-3838) or another available payment method on file after your 30-day free trial. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.** For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

# **ATTACHMENT F**

**For internal traffic only**

This page is rendered using Shopping Portal and Chewbacca, with Gurupa components.



Checkout (1 item)

1 Shipping address

Domestic

[Change](#)

Try Prime FREE for 30 days and save \$5.99 on this order in both shipping and savings. Cancel anytime.  
After your trial, Prime is only \$14.99/month.

More Prime Benefits

Fast, FREE delivery on Prime eligible items

All the music + top podcasts ad-free on Amazon Music

Prime Video



Included

Included

Included

☒ Use my gift card balance, when available, to pay for Prime.

Not right now

Sign up for Prime

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorize us to charge your default payment method (Visa \*\*\*\*-1111) or another available payment method on file after your 30-day free trial. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.** For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

order. Your contract to purchase an item will not be complete until we send you an email notifying you that the item has been shipped.

[Important information about sales tax you may owe in your state](#)

You may return new, unopened merchandise in original condition within 30 days of delivery. Exceptions and restrictions apply. See Amazon.com's [Returns Policy](#).

Need to add more items to your order? Continue shopping on the [Amazon.com homepage](#).

# **ATTACHMENT G**

amazon Hello Select your address All | all new echo dot 4th gen

All Prime Video Customer Service Buy Again Prime Best Sellers Browning History Test's Amazon.com Today's Deals Kindle Books New Releases Gift Cards Books Amazon Home Coupons Pharmacy Subscribe & Save Find a Gift Fashion Computers Beauty & Personal Care TV & Video Shop early Father's Day gifts

Amazon Devices Echo & Alexa Fire Tablets Fire TV Kindle Home Security Smart Home Halo Health Luna Gaming Day 1 Editions Pre-Owned Device Deals Accessories Device Support Manage Your Content and Devices

All-new  
**echo dot**  
Add Alexa to any room

Roll over image to zoom in

See what Alexa can do

**All-new Echo Dot (4th Gen, 2020 release) | Smart speaker with Alexa | Charcoal**

Brand: Amazon  
★★★★★ 257,231 ratings | 1000+ answered questions  
Amazon's Choice for "all new echo dot 4th gen"

Climate Pledge Friendly

Price: **\$49.99** & FREE Returns  
Buy 2, save \$10 off original price with code **DOT2PACK**. Discount reflected at checkout. [Terms and conditions](#)

Get \$50 off instantly: Pay \$0.00 upon approval for the Amazon Rewards Visa Card. No annual fee.

Available at a lower price from other sellers that may not offer free Prime shipping.

**Echo Dot 4th Gen** See the differences

	<b>Echo Dot</b> ★★★★★ 267,231 From: \$49.99		<b>Echo Dot with clock</b> ★★★★★ 72,531 From: \$59.99
--	---	--	---

Color: **Charcoal**

Configuration: **Echo Dot**

**Echo Dot** with Echo Auto with Wall Mount

with free Smart Bulb

- Meet the all-new Echo Dot - Our most popular smart speaker with Alexa. The sleek, compact design delivers crisp vocals and balanced bass for full sound.
- Voice control your entertainment - Stream songs from Amazon Music, Apple Music, Spotify, SiriusXM, and others. Play music, audiobooks, and podcasts throughout your home with multi-room music.
- Ready to help - Ask Alexa to tell a joke, play music, answer questions, play the news, check the weather, set alarms, and more.
- Control your smart home - Use your voice to turn on lights, adjust thermostats, and lock doors with compatible devices.
- Connect with others - Call almost anyone hands-free. Instantly drop in on other rooms or announce to the whole house that dinner's ready.
- Designed to protect your privacy - Amazon is not in the business of selling your personal information to others. Built with multiple layers of privacy controls including a mic off button.

Share

**\$49.99**  
& FREE Returns

FREE delivery: **Wednesday, May 26**  
Details

Fastest delivery: **Tuesday, May 25**  
Details

Select delivery location

**In Stock.**

Qty: 1

**Add to Cart**

**Buy Now**

**Secure transaction**

Ships from: Amazon.com Services LLC  
Sold by: Amazon.com Services LLC

Return policy: This item is returnable

Support: Free Amazon product support included

**Upgrade and save with Trade-In**

☐ Add your 30-day FREE trial of Prime and get **fast, FREE delivery**

☐ This is a gift

☒ Link device to my Amazon account to simplify setup. [Why is this important?](#)

[Add an Extended Warranty](#)

☐ **Warranty and Accident Protection** (delivered via e-mail): 2 year **\$4.99**

[Add an accessory](#)

- ☐ **The Mandalorian Baby Grogu™-inspired Stand** **\$24.95**
- ☐ **Battery Base** **\$29.99**
- ☐ **Wall Mount: Black** **\$16.99**
- ☐ **Philips Hue Bluetooth Bulb: White** **\$14.97**
- ☐ **Tile Bluetooth tracker: Mate** **\$24.99 \$19.99**
- ☐ **Outlet Hanger: Black** **\$16.99**

✓ **Added to Cart**

**Cart subtotal (1 item): \$49.99**

Your order qualifies for **FREE Shipping!** Select this option at checkout. [Details](#)

☐ This is a gift

[Cart](#) [Proceed to checkout \(1 item\)](#)

**Test, get \$50 off instantly upon approval of the Amazon Rewards Visa Card.**

Current subtotal: \$49.99  
 Gift Card savings: - \$50.00  
**Cost after savings: \$0.00**  
 Savings remaining: \$0.01

[Learn more](#)

### All-new Echo Dot (4th Gen) Warranty and Accessories

Page 1 of 2

**echodot**  
Protection Plan

provided by Squaretrade

2-Year Accident Protection Plan for All New Echo Dot 4th Gen

★★★★☆ (5912)

**\$4.99**

[Add to Cart](#)

All New, Made for Amazon, featuring The Mandarinian Baby Gro...

★★★★☆ (3410)

**\$16.99**

[Add to Cart](#)

All New, Made For Amazon Wall Mount, Black, for Echo Dot (4th...

★★★★☆ (66)

**\$29.99**

[Add to Cart](#)

All New, Made for Amazon Battery Base, in Black for Echo Dot (4th...

★★★★☆ (12544)

**\$14.97**

[Add to Cart](#)

Philips Hue White A19 LED Smart Bulb, Bluetooth & Zigbee Co...

★★★★☆ (18639)

**\$14.99**

[Add to Cart](#)

Kasa Smart Light Switch HS200, Single Pole, Needs Neutral Wire, 2...

★★★★☆ (18639)

**\$14.99**

[Add to Cart](#)

### Customers also bought these smart plugs and lights

Page 1 of 2

Sengled Smart Bulb, Alexa Light Bulb Bluetooth Mesh, Smart...

★★★★☆ (68234)

**\$9.99**

[Add to Cart](#)

Alexa Smart Light Bulbs, Gosund 75W Equivalent E26 8W WiFi Led Bulb...

★★★★☆ (4408)

**\$28.04**

[Add to Cart](#)

Sengled Smart Light Bulbs, Alexa Light Bulb Bluetooth Mesh, Smart...

★★★★☆ (3311)

**\$17.99**

[Add to Cart](#)

Smart Light Bulb Works with Alexa and Google Home, No Hub Require...

★★★★☆ (8240)

**\$27.99**

[Add to Cart](#)

Smart Light Bulbs 4 Pack, Trearlife 2.4GHz Music Sync Color Chan...

★★★★☆ (8483)

**\$35.99**

[Add to Cart](#)

Nitefild Smart Light Bulbs Works with Alexa Echo and Google Hom...

★★★★☆ (4320)

**\$32.99**

[Add to Cart](#)



[SIGN IN](#) [SHIPPING & PAYMENT](#) [GIFT OPTIONS](#) [PLACE ORDER](#)

## Choose a billing address

Please select a billing address from your address book (below), or enter a new billing address. Don't worry, you'll only need to do this once for each credit card. If you contact us about your order, we'll reference your account only by the name you provide below.

### Domestic

515 WESTLAKE AVE N  
SEATTLE, WA 98109-4304  
United States  
Phone: 555 555-5555

Use this address

## Add a new address

Country/Region

United States

Full name (First and Last name)

Test Test

Phone number

[Why?](#)

Address

Street address or P.O. Box

Apt, suite, unit, building, floor, etc.

City

State

ZIP Code

Select

☐ Make this my default address

Delivery instructions (optional)

[Add preferences, notes, access codes and more](#)

Use this address

## Choose your shipping options

Continue

### Shipment 1 of 1

Shipping from Amazon.com [\(Learn more\)](#)

Shipping to: Domestic, 515 WESTLAKE AVE N, SEATTLE, WA, 98109-4304 United States

- All-new Echo Dot (4th Gen, 2020 release) | Smart speaker with Alexa | Charcoal

\$49.99 - Quantity: 1

Sold by: Amazon.com Services LLC

[Change quantities or delete](#)

### Amazon Locker is available

20 pickup locations near you

### Choose a delivery option:

Good news Test, we're giving you a 30-day FREE trial of Prime

☒ Today

FREE Same-Day Delivery with a free trial of [amazon prime](#)

☐ Tuesday, May 25

FREE Shipping

☐ Sunday, May 23

\$7.52 - Shipping

☐ Saturday, May 22

\$10.60 - Shipping

☐ Today 2PM - 6PM

\$12.99 - Fastest Delivery

Continue

Do you have a gift card or promotional code? We'll ask you to enter your claim code when it's time to pay.

[Conditions of Use](#) | [Privacy Notice](#) © 1996-2020, Amazon.com, Inc.

## Select a payment method


Get \$50 off

Test, your cost could be **\$0.00** instead of \$41.39! Get a **\$50 Amazon Gift Card** instantly upon approval for the **Amazon Rewards Visa Card**

### Your credit and debit cards

Name on card

Expires on

 Mastercard ending in 2871	Test Test	10/2025
---	-----------	---------

Continue

You can review this order before it's final.

## More payment options

### Credit or debit cards

Amazon accepts major credit and debit cards.



Add a credit or debit card

### Pay with cash at a location near you

Order ships after you pay

▶ [Set up Amazon PayCode](#)

**amazon**  
**PayCode**  
WesternUnion\WU

### Gift Cards, Vouchers & Promotional Codes

▶ [Enter a gift card, voucher or promotional code](#)



### Amazon.com Store Card

Access to exclusive financing offers. No annual fee. Zero fraud liability.

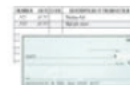
[Learn more](#)



### Personal Checking Accounts

Use your US based personal checking account. [Learn more](#)

Add a personal checking account



Continue

You can review this order before it's final.

Do you need help? Explore our [Help pages](#) or [contact us](#)

[Conditions of Use](#) | [Privacy Notice](#) © 1996-2020, Amazon.com, Inc.

amazon.com

SIGN IN  SHIPPING & PAYMENT GIFT OPTIONS PLACE ORDER

## Test, we're giving you a 30-day FREE trial of Prime

After your FREE trial, Prime is just \$12.99/month

Your top Prime eligible item in cart:



Your Prime benefits include:

Prime Benefits	prime
Fast, FREE delivery on Prime eligible items	Included
Prime Music	Included
Prime Video	Included

Enjoy FREE delivery, as fast as today on your Prime eligible items.

☒ Use my gift card balance, when available, to pay for Prime.

No Thanks

Start your Prime FREE trial

Don't worry, you can cancel anytime.

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorize us to charge your default payment method (MasterCard \*\*\*\*-2871) or another available payment method on file after your 30-day free trial. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$12.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.** For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

Having difficulties? Please visit our [Help](#) page to learn more about placing an order.

[Conditions of Use](#) | [Privacy Notice](#) © 1996-2020, Amazon.com, Inc.


[SIGN IN](#) [SHIPPING & PAYMENT](#) [GIFT OPTIONS](#) [PLACE ORDER](#)

## Review your order

### Shipping address [Change](#)

Domestic  
515 WESTLAKE AVE N  
SEATTLE, WA 98109-4304  
United States  
Phone: 555 555-5555  
[Add delivery instructions](#)



Or try Amazon Locker  
20 locations near this address

### Payment method [Change](#)



ending in 2871

### Billing address [Change](#)

Same as shipping address

Add a gift card, promotion code, or voucher



Place your order

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

You also agree to all of the terms found [here](#).

### Order Summary

Items:	\$49.99
Shipping & handling:	\$0.00
Total before tax:	\$49.99
Estimated tax to be collected:	\$5.12

**Order total: \$55.11**

[How are shipping costs calculated?](#)

Prime shipping benefits have been applied to your order.



Test Test, congratulations! Your 30-day free trial of Prime has started. You can cancel anytime.

Prime offers you the best of shopping and entertainment, including:

- ✓ FREE Delivery, as fast as today
- ✓ Popular movies and TV shows for free, plus award-winning Originals
- ✓ Over two million songs on demand and ad-free

Look for an email from us with more information. Welcome to Prime!

**Delivery: May 21, 2021** If you order in the next 12 hours and 45 minutes ([Details](#))



All-new Echo Dot (4th Gen, 2020 release) |  
Smart speaker with Alexa | Charcoal

**\$49.99** ✓prime & [FREE Returns](#)

Quantity: 1 [Change](#)

Sold by: Amazon.com Services LLC

[Add gift options](#)

Choose your Prime delivery option:

- ☐ **Today 2PM – 6PM**  
FREE Fastest Delivery
- ☒ **Friday, May 21**  
FREE Prime Delivery
- ☐ **Saturday, May 22**  
FREE Amazon Day Delivery  
Get your orders in fewer boxes. [Choose your Amazon Day](#)  
Get a \$1 reward for select digital items. One reward per purchase. [Details](#)

Do you need help? Explore our [Help pages](#) or [contact us](#)

For an item sold by Amazon.com: When you click the "Place your order" button, we'll send you an email message acknowledging receipt of your order. Your contract to purchase an item will not be complete until we send you an email notifying you that the item has been shipped.

Colorado, Louisiana and Puerto Rico Purchasers: [Important information regarding sales tax you may owe in your State](#)

Within 30 days of delivery, you may return new, unopened merchandise in its original condition. Exceptions and restrictions apply. See Amazon.com's [Returns Policy](#)

Go to the [Amazon.com homepage](#) without completing your order.


[Conditions of Use](#) | [Privacy Notice](#) © 1996–2020, Amazon.com, Inc.

# **ATTACHMENT H**

amazon Help Select your address all new echo dot 4th gen

All Prime Video Customer Service Buy Again Prime Best Sellers Browsing History Test's Amazon.com Today's Deals Kindle Books New Releases Gift Cards Books Amazon Home Coupons Pharmacy Subscribe & Save Find a Gift Fashion Computers Beauty & Personal Care TV & Video Shop early Father's Day gifts

Amazon Devices Echo & Alexa Fire Tablets Fire TV Kindle Home Security Smart Home Halo Health Luna Gaming Day 1 Editions Pre-Owned Device Deals Accessories Device Support Manage Your Content and Devices



All-new  
**echo dot**  
Add Alexa to any room

Roll over image to zoom in

See what Alexa can do

**All-new Echo Dot (4th Gen, 2020 release) | Smart speaker with Alexa | Charcoal**

Brand: Amazon  
★★★★★ 267,231 ratings | 1000+ answered questions  
**Amazon's Choice** for 'all new echo dot 4th gen'

Climate Pledge Friendly

Price: ~~\$49.99~~ & FREE Returns  
Buy 2, save \$10 off original price with code **DOT2PACK**. Discount reflected at checkout. [Terms and conditions](#)

Get \$50 off instantly: Pay \$0.00 upon approval for the Amazon Rewards Visa Card. No annual fee.

Available at a lower price from other sellers that may not offer free Prime shipping.

**Echo Dot 4th Gen** See the differences

 <b>Echo Dot</b> ★★★★★ 267,231 From \$49.00	 <b>Echo Dot with clock</b> ★★★★★ 72,031 From \$59.00
--	--

Color: **Charcoal**

Configuration: **Echo Dot**

☒ **Echo Dot** ☐ with Echo Auto ☐ with Wall Mount

☐ with free Smart Bulb

- Meet the all-new Echo Dot - Our most popular smart speaker with Alexa. The sleek, compact design delivers crisp vocals and balanced bass for full sound.
- Voice control your entertainment - Stream songs from Amazon Music, Apple Music, Spotify, SiriusXM, and others. Play music, audiobooks, and podcasts throughout your home with multi-room music.
- Ready to help - Ask Alexa to tell a joke, play music, answer questions, play the news, check the weather, set alarms, and more.
- Control your smart home - Use your voice to turn on lights, adjust thermostats, and lock doors with compatible devices.
- Connect with others - Call almost anyone hands-free. Instantly drop in on other rooms or announce to the whole house that dinner's ready.
- Designed to protect your privacy - Amazon is not in the business of selling your personal information to others. Built with multiple layers of privacy controls including a mic off button.

Share

**\$49.99**  
& **FREE** Returns

FREE delivery: **Wednesday, May 26**  
Details

Fastest delivery: **Tuesday, May 25**  
Details

Select delivery location

**In Stock.**

Qty: 1

**Add to Cart**

**Buy Now**

Secure transaction

Ships from Amazon.com Services LLC  
Sold by Amazon.com Services LLC

Return policy: This item is returnable

Support: Free Amazon product support included

Upgrade and save with Trade-In

☐ Add your 30-day **FREE** trial of Prime and get **fast, FREE delivery**

☐ This is a gift

☒ Link device to my Amazon account to simplify setup. [Why is this important?](#)

Add on Extended Warranty

☐ **Warranty and Accident Protection** (delivered via e-mail):  
2 year **\$4.99**

Add an accessory

☐ **The Mandalorian Baby Grogu™-inspired Stand** **\$24.95**

☐ **Battery Base** **\$29.99**

☐ **Wall Mount: Black** **\$16.99**

☐ **Philips Hue Bluetooth Bulb: White** **\$14.97**

☐ **Tile Bluetooth tracker: Mate** **\$24.99 \$19.99**

☐ **Outlet Hanger: Black** **\$16.99**

✓ **Added to Cart**

**Cart subtotal (1 item): \$49.99**  
 Your order qualifies for **FREE Shipping!** Select this option at checkout. [Details](#)  
☐ This is a gift

[Cart](#) [Proceed to checkout \(1 item\)](#)



Test, get \$50 off instantly upon approval of the Amazon Rewards Visa Card.

Current subtotal: \$49.99  
 Gift Card savings: - \$50.00  
**Cost after savings: \$0.00**  
 Savings remaining: \$0.01

[Learn more](#)

#### All-new Echo Dot (4th Gen) Warranty and Accessories

Page 1 of 2

provided by SquareTrade

2-Year Accident Protection Plan for All New Echo Dot 4th Gen  
 ★★★★★ (5912)  
 \$4.99  
[Add to Cart](#)

All New, Made for Amazon Wall Mount, Black, for Echo Dot (4th Gen)  
 ★★★★★ (3410)  
 \$16.99  
[Add to Cart](#)

All New, Made for Amazon Wall Mount, Black, for Echo Dot (4th Gen)  
 ★★★★★ (56)  
 \$29.99  
[Add to Cart](#)

Philips Hue White A19 LED Smart Bulb, Bluetooth & Zigbee Co...  
 ★★★★★ (12544)  
 \$14.97  
[Add to Cart](#)

Kasa Smart Light Switch HS200, Single Pole, Needs Neutral Wire, 2...  
 ★★★★★ (10639)  
 \$14.99  
[Add to Cart](#)

#### Customers also bought these smart plugs and lights

Page 1 of 2

Sengled Smart Bulb, Alexa Light Bulb Bluetooth Mesh, Smart...  
 ★★★★★ (68254)  
 \$9.99  
[Add to Cart](#)

Alexa Smart Light Bulbs, Gosund 75W Equivalent E26 8W WiFi LED Bulb...  
 ★★★★★ (4408)  
 \$66.99-\$28.04  
[Add to Cart](#)

Sengled Smart Light Bulbs, Alexa Light Bulb Bluetooth Mesh, Smart...  
 ★★★★★ (3311)  
 \$17.99  
[Add to Cart](#)

Smart Light Bulb Works with Alexa and Google Home, No Hub Require...  
 ★★★★★ (8240)  
 \$27.99  
[Add to Cart](#)

Smart Light Bulbs 4 Pack, Treelife 2.4GHz Music Sync Color Chan...  
 ★★★★★ (8483)  
 \$53.99  
[Add to Cart](#)

NiteBird Smart Light Bulbs Works with Alexa Echo and Google Hom...  
 ★★★★★ (4320)  
 \$12.99  
[Add to Cart](#)



SIGN IN **W** SHIPPING & PAYMENT GIFT OPTIONS PLACE ORDER

## Choose a billing address

Please select a billing address from your address book (below), or enter a new billing address. Don't worry, you'll only need to do this once for each credit card. If you contact us about your order, we'll reference your account only by the name you provide below.

### Domestic

515 WESTLAKE AVE N  
SEATTLE, WA 98109-4304  
United States  
Phone: 555 555-5555

Use this address



## Add a new address

Country/Region

United States

Full name (First and Last name)

Test Test

Phone number

Why? ~

Address

Street address or P.O. Box

Apt, suite, unit, building, floor, etc.

City

State

ZIP Code

Select

☐ Make this my default address

Delivery instructions (optional)

▸ Add preferences, notes, access codes and more

Use this address

Do you have a gift card or promotional code? We'll ask you to enter your claim code when it's time to pay.

[Conditions of Use](#) | [Privacy Notice](#) © 1996-2020, Amazon.com, Inc.



SIGN IN  SHIPPING & PAYMENT GIFT OPTIONS PLACE ORDER

## Choose your shipping options

Continue

### Shipment 1 of 1

Shipping from Amazon.com [\(Learn more\)](#)

Shipping to: Domestic, 515 WESTLAKE AVE N, SEATTLE, WA, 98109-4304 United States

- All-new Echo Dot (4th Gen, 2020 release) | Smart speaker with Alexa | Charcoal

\$49.99 - Quantity: 1

Sold by: Amazon.com Services LLC

[Change quantities or delete](#)

### Amazon Locker is available

20 pickup locations near you

### Choose a delivery option:

**Good news Test, we're giving you a 30-day FREE trial of Prime**

- ☐ **Today**  
FREE Same-Day Delivery with a free trial of [amazon prime](#)
- ☐ **Tuesday, May 25**  
**FREE Shipping**
- ☒ **Sunday, May 23**  
\$7.52 - Shipping
- ☐ **Saturday, May 22**  
\$10.60 - Shipping
- ☐ **Today 2PM - 6PM**  
\$12.99 - Fastest Delivery

Continue

Do you have a gift card or promotional code? We'll ask you to enter your claim code when it's time to pay.

[Conditions of Use](#) | [Privacy Notice](#) © 1996-2020, Amazon.com, Inc.



SIGN IN SHIPPING & PAYMENT GIFT OPTIONS PLACE ORDER

## Review your order

### Shipping address [Change](#)

Domestic  
515 WESTLAKE AVE N  
SEATTLE, WA 98109-4304  
United States  
Phone: 555 555-5555  
[Add delivery instructions](#)



Or try Amazon Locker  
20 locations near this address

### Payment method [Change](#)

ending in 2871

### Billing address [Change](#)

Same as shipping address

### Add a gift card, promotion code, or voucher



### Place your order

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

You also agree to all of the terms found [here](#).

### Order Summary

Items:	\$49.99
Shipping & handling:	\$7.52
Total before tax:	\$57.51
Estimated tax to be collected:	\$5.89

**Order total: \$63.40**

[How are shipping costs calculated?](#)

### FREE TRIAL

### Test, we'd hate for you to miss out on unlimited fast, FREE delivery

Save \$7.52 on eligible items in this order and enjoy unlimited fast, FREE delivery when you try Prime FREE for 30 days.

Try Prime FREE for 30 days

No hassle. No commitments. Cancel anytime.

**Delivery: May 24, 2021** If you order in the next 14 hours and 32 minutes [\(Details\)](#)



All-new Echo Dot (4th Gen, 2020 release) |  
Smart speaker with Alexa | Charcoal

**\$49.99 & FREE Returns**

Amazon Prime eligible [Join now](#)

[View larger image](#)

Quantity: 1 [Change](#)

Sold by: Amazon.com Services LLC

[Add gift options](#)

### Choose a delivery option:

- ☐ **Today**  
FREE Same-Day Delivery with your free trial of Prime  
**Fast, FREE Delivery**
- ☐ **Wednesday, May 26**  
FREE Shipping
- ☒ **Monday, May 24**  
\$7.52 - Shipping
- ☐ **Sunday, May 23**  
\$10.60 - Shipping
- ☐ **Today 2PM - 6PM**  
\$12.99 - Fastest Delivery

Do you need help? Explore our [Help pages](#) or [contact us](#)

For an item sold by Amazon.com: When you click the "Place your order" button, we'll send you an email message acknowledging receipt of your order. Your contract to purchase an item will not be complete until we send you an email notifying you that the item has been shipped.

Colorado, Louisiana and Puerto Rico Purchasers: [Important information regarding sales tax you may owe in your State](#)

Within 30 days of delivery, you may return new, unopened merchandise in its original condition. Exceptions and restrictions apply. See Amazon.com's [Returns Policy](#)

Go to the [Amazon.com homepage](#) without completing your order.



SIGN IN SHIPPING &amp; PAYMENT GIFT OPTIONS PLACE ORDER

## Review your order

Shipping address [Change](#)

See details below.

[Add delivery instructions](#)Payment method [Change](#)

ending in 2871

Billing address [Change](#)

Same as shipping address

Add a gift card, promotion code, or voucher

Enter Code

Apply

**A 30-day FREE trial of Amazon Prime has been added to your order. Your order has been upgraded to fast, FREE shipping.**

After your free trial, Prime is just \$12.99/month. Cancel anytime.

**Amazon Prime (30-Day Free Trial)****\$0.00**[View larger image](#)[Delete](#)

Sold by: Amazon.com Services LLC

Gift options not available.

Your Prime membership will be applied to peas-service+0-1621614338013WspB@emailLamazon.com.

[Learn more](#)

Items shipped from Amazon.com

Shipping address: Domestic, 515 WESTLAKE AVE N, SEATTLE, WA, 98109-4304 United States [Change](#)**Delivery: May 23, 2021** If you order in the next 14 hours and 31 minutes ([Details](#))**All-new Echo Dot (4th Gen, 2020 release) | Smart speaker with Alexa | Charcoal****\$49.99 & FREE Returns** [View larger image](#)Quantity: 1 [Change](#)

Sold by: Amazon.com Services LLC

[Add a gift receipt](#)

and see other gift options

Choose your Prime delivery option:

☐ **Today 2PM – 6PM**

FREE Fastest Delivery

☒ **Sunday, May 23**

FREE Prime Delivery

Place your order

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).You also agree to all of the terms found [here](#).

By placing your order, you agree to [Terms and Conditions](#), and authorize us to charge your default payment method or any other payment method on file. Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$12.99/month plus any applicable taxes after your first month, you may cancel anytime by visiting [Your Account](#). For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

## Order Summary

Items (2):	\$49.99
Shipping & handling:	\$0.00
Total before tax:	\$49.99
Estimated tax to be collected:	\$5.12

**Order total: \$55.11**[How are shipping costs calculated?](#)

By placing your order, you agree to The Amazon Prime terms next to the order button at the top of this checkout page, including Amazon Prime's auto-renewal terms.

Do you need help? Explore our [Help pages](#) or [contact us](#)

For an item sold by Amazon.com: When you click the "Place your order" button, we'll send you an email message acknowledging receipt of your order. Your contract to purchase an item will not be complete until we send you an email notifying you that the item has been shipped.

Colorado, Louisiana and Puerto Rico Purchasers: [Important information regarding sales tax you may owe in your State](#)Within 30 days of delivery, you may return new, unopened merchandise in its original condition. Exceptions and restrictions apply. See Amazon.com's [Returns Policy](#)Go to the [Amazon.com homepage](#) without completing your order.

### Thank you, your order has been placed.

Please check your email for order confirmation and detailed delivery information or visit [Message Center](#) to review your notifications.  
New! Get shipment notifications on your mobile device with the free Amazon app.

Order Number: 114-1314881-6412232

• All-new Echo Dot (4th Gen, 2020 release) | Smart speaker with Alexa | Charcoal will be shipped to Domestic by Amazon.com.

Delivery: May 23, 2021

Order Number: 114-8517422-0417099

• Amazon Prime (30-Day Free Trial) is applied to your account: peas-service+0-1621614338013Wp6@email.amazon.com.

[Review or edit your recent orders](#)

Want to track your order?  
Let **Amazon Assistant** help. [Learn More](#)

Install now for Mozilla Firefox

By installing Amazon Assistant, you agree to the [Conditions of Use](#).

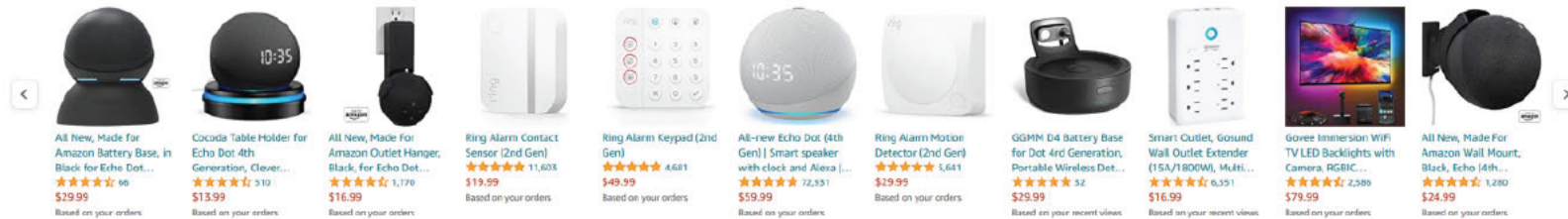


Test, get 3% Back on Amazon purchases  
Plus, get a \$50 Amazon Gift Card instantly upon approval

[Learn more](#)

### Top picks for you

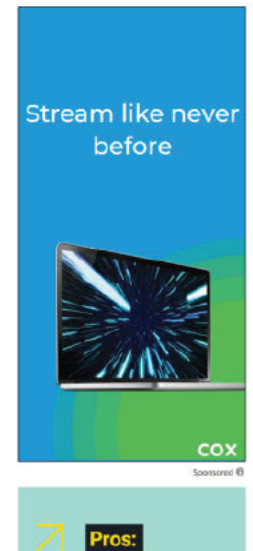
Page 1 of 2



### Recommendations for you in Tools & Home Improvement



### Recommendations for you in Electronics



# **ATTACHMENT I**



Roll over image to zoom in

## Kindle Paperwhite (8 GB) – Now with a 6.8" display and adjustable warm light

Brand: Amazon  
 ★★★★★ 20,064 ratings | 980 answered questions

Amazon's Choice for "paperwhite"

Climate Pledge Friendly

Deal

-21% \$109.99

List Price: \$139.99

FREE Returns

Save 20% with Trade-In

Save \$20 on 2 select item(s) Shop items

Pay \$18.33/month for 6 months (plus S&H, tax) with 0% interest equal monthly payments when you're approved for an Amazon Store Card.

Available at a lower price from other sellers that may not offer free Prime shipping.

This is the latest model of this product

Kindle devices See the differences



Option: Without Kindle Unlimited

With 3 Months Free Kindle Unlimited

Without Kindle Unlimited

Digital Storage Capacity: 8 GB

16 GB

8 GB

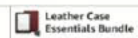
Offer Type: Lockscreen Ad-Supported

Lockscreen Ad-Supported Without Lockscreen Ads

Color: Black

The ad-supported option (also known as Special Offers or Lockscreen Ads) displays sponsored screensavers on your device's lockscreen. [Learn more](#)

Bundle and Save



\$109.99

FREE Returns

FREE delivery Monday, December 19

Or fastest delivery Saturday, December 17. Order within 5 hrs 42 mins

Arrives before Christmas

Deliver to Domestic - Seattle 98109

In Stock.

Qty: 1

Add to Cart

Buy New

Secure transaction

Ships from Amazon.com

Sold by Amazon.com

Return policy: Returnable until Jan 31, 2025

Support: Free Amazon product support included

☐ Add your 30-day FREE trial of Prime and get fast, free delivery

☐ This is a gift

☒ Link device to your Amazon account to simplify setup. Why is this important?

Add an Extended Warranty

☐ Extended Warranty: 2 year

\$18.99 List Price: \$24.99

Add an Accessory

☐ 9w Power Adapter \$19.99

☐ Fabric Cover - Black: Black \$30.99

List Price: \$54.99

☐ Leather Cover - Black: Black

\$38.99 List Price: \$49.99

☐ Cork Cover - Dark: Dark \$43.99

List Price: \$49.99

☐ Glass Screen Protector \$19.99

[All](#)
[Very Merry Deals](#)
[Holiday Gift Guide](#)
[Gift Cards](#)
[Amazon Basics](#)
[Prime Video](#)
[Buy Again](#)
[Prime](#)
[Best Sellers](#)
[Customer Service](#)
[New Releases](#)
[Coupons](#)
[Books](#)
[Registry](#)
[Amazon Home](#)
[Music](#)
[Kindle Books](#)
[Health & Household](#)

23:42:15

Your order qualifies for **FREE Shipping**. Choose this option at checkout. See details.

**Added to Cart**  
 Option: Without Kindle Unlimited  
 Digital Storage Capacity: 8 GB  
 Offer Type: Lockscreen Ad-Supported  
 Color: Black

**Cart Subtotal: \$109.99**  
[Proceed to checkout \(1 item\)](#)  
[Go to Cart](#)

Our Devices and Accessories related to items in your cart

Kindle Paperwhite Fabric Cover (11th Generation)...  
 ★★★★★ 8,979  
 \$30.99  
 List Price: ~~\$34.99~~  
[Add to Cart](#)

Kindle Paperwhite Leather Cover (11th Ge...  
 ★★★★★ 7,222  
 \$38.99  
 List Price: ~~\$44.99~~  
[Add to Cart](#)

Kindle Paperwhite Cork Cover (11th Generation...  
 ★★★★★ 1,391  
 \$43.99  
 List Price: ~~\$49.99~~  
[Add to Cart](#)

NuPro Antimicrobial Screen Protector for  
 ★★★★★ 1,086  
 \$12.99  
[Add to Cart](#)

(\$3 Pack) Supershieldz Anti-Glare (Matte) Screen  
 ★★★★★ 1,011  
 \$9.99  
[Add to Cart](#)

MoKo Case for 6.8" Kindle Paperwhite (11th  
 ★★★★★ 1,517  
 \$16.99  
[Add to Cart](#)

CoBak Kindle Paperwhite Case with Stand -  
 ★★★★★ 2,628  
 \$19.99  
[Add to Cart](#)

MoKo Case for 6.8" Kindle Paperwhite (11th  
 ★★★★★ 1,025  
 \$12.99  
[Add to Cart](#)

Amazon 5ft USB to Micro-USB Cable  
 ★★★★★ 23,520  
 \$9.99  
[Add to Cart](#)

Designed for Amazon, 6FT Black USB-C Charge  
 ★★★★★ 125  
 \$9.95  
[Add to Cart](#)

Test, get \$60 off instantly upon approval of the Amazon Rewards Visa Card.  
 \$60 instant gift card

Current subtotal: \$109.99  
 Gift Card savings: - \$60.00  
 Cost after savings: \$49.99

[Learn more](#)

Customers also bought these top rated Amazon Devices and Accessories

Amazon 9W Official OEM USB Charger and Power  
 ★★★★★ 6,761  
 \$19.99  
[Add to Cart](#)

Fintie Slimshell Case for 6.8" Kindle Paperwhite  
 ★★★★★ 3,046  
 \$14.99  
 List Price: ~~\$29.99~~  
[Add to Cart](#)

Fintie Slimshell Case for 6.8" Kindle Paperwhite  
 ★★★★★ 3,046  
 \$15.95  
 List Price: ~~\$29.99~~  
[Add to Cart](#)

Ayotat Case for All-New 6.8" Kindle Paperwhite  
 ★★★★★ 986  
 \$13.99  
 List Price: ~~\$29.99~~  
[Add to Cart](#)

MoKo Case for 6.8" Kindle Paperwhite (11th  
 ★★★★★ 2,641  
 \$12.98  
[Add to Cart](#)

Kindle Paperwhite Fabric Cover (11th Generation-  
 ★★★★★ 8,979  
 \$30.99  
 List Price: ~~\$34.99~~  
[Add to Cart](#)

Fintie Stand Case for 6.8" Kindle Paperwhite (11th  
 ★★★★★ 5,159  
 \$22.99  
 List Price: ~~\$35.99~~  
[Add to Cart](#)

Huasiru Case for All-New Kindle Paperwhite with  
 ★★★★★ 425  
 \$17.99  
 List Price: ~~\$25.99~~  
[Add to Cart](#)

NuPro Book Cover for Kindle Paperwhite, Black  
 ★★★★★ 1,636  
 \$26.99  
[Add to Cart](#)

Kindle Paperwhite Fabric Cover (11th Generation-  
 ★★★★★ 8,979  
 \$30.99  
 List Price: ~~\$34.99~~  
[Add to Cart](#)

Processing request...

## Test, thank you for being a loyal customer. We're giving you Prime FREE for 30 days.

Receive eligible items **Saturday, Dec. 17 by 8PM** with Prime



No thanks



### Delivery details:

Delivery cost without Prime	
\$5.99	FREE

**Save \$5.99** on your Prime eligible items with FREE Prime Delivery on this order. After your FREE trial, Prime auto-renews for just \$14.99/month.

**Get FREE Prime Delivery with Prime**

Enjoy Prime FREE for 30 days

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorize us to charge your default payment method (Visa \*\*\*\*-3838) or another available payment method on file after your 30-day free trial. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.** For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

Having difficulties? Please visit our [Help](#) page to learn more about placing an order.

[Conditions of Use](#) | [Privacy Notice](#) © 1996-2022, Amazon.com, Inc.



## Checkout (1 item)



- 1 Shipping address** Change
- Domestic  
515 WESTLAKE AVE N  
SEATTLE, WA 98109-4304  
[Add delivery instructions](#)
- Or pick up near this address** - See nearby pickup locations
- 2 Payment method** Change
- VISA** Visa ending in 3838  
Billing address: Same as shipping address.  
[Add a gift card or promotion code or voucher](#)
- 
- 3 Offers** Change
- 4 Review items and shipping**

**FREE TRIAL**

**Test, we're giving you Prime FREE for 30 days!**

Get your Prime eligible items for ~~\$5.99~~ FREE.

Get FREE Prime Delivery with Prime  
No hassle. No commitments. Cancel anytime.

**Delivery: Dec. 17, 2022** If you order in the next 5 hours and 41 minutes (Details)  
Items shipped from Amazon.com



**Kindle Paperwhite (8 GB) – Now with a 6.8" display and adjustable warm light**  
**\$109.99 & FREE Returns**

Qty: 1

Sold by: Amazon.com Services LLC  
Amazon Prime eligible [Join now](#)

☒ Link device to your Amazon account to simplify setup.

[Why is this important?](#)

[Add gift options](#)

☐ Reserve with Layaway for \$22.00. Item ships after payments are complete.

**Choose a delivery option:**

☐ FREE Prime Delivery with your free trial of Prime

**Fast, FREE Delivery**

☐ **Monday, Dec. 19**

**FREE Shipping**

☒ **Saturday, Dec. 17**

**\$5.99 - Shipping**

**Place Your Order and Pay**

You'll be securely redirected to Visa to complete this transaction.

By placing your order, you agree to Amazon's [privacy notice and conditions of use](#).

You also agree to all of the terms found [here](#).

**Order Summary**

Items:	\$109.99
Shipping & handling:	\$5.99
Total before tax:	\$115.98
Estimated tax to be collected:	\$11.88

**Order total: \$127.86**

[How are shipping costs calculated?](#)

**Place Your Order and Pay**

You'll be securely redirected to Visa to complete this transaction.

**Order total: \$127.86**

By placing your order, you agree to Amazon's [privacy notice and conditions of use](#).

You also agree to all of the terms found [here](#).

Need help? Check our [Help pages](#) or [contact us](#).

For an item sold by Amazon.com: When you click the "Place your order" button, we'll send you an email message acknowledging receipt of your order. Your contract to purchase an item will not be complete until we send you an email notifying you that the item has been shipped.



## Checkout (2 items)



- 1 **Shipping address** Domestic 515 WESTLAKE AVE N SEATTLE, WA 98109-4304 Add delivery instructions Change
- 2 **Payment method** VISA Visa ending in 3838 Change  
Billing address: Same as shipping address.  
~ Add a gift card or promotion code or voucher
- 3 **Offers** Change
- 4 **Review items and shipping**

A 30-day FREE trial of Amazon Prime has been added to your order. Your order has been upgraded to fast, FREE shipping.

After your free trial, Prime is just \$14.99/month. Cancel anytime.

Your Prime membership will begin when you place your order

Items shipped from Amazon.com



Amazon Prime (30-Day Free Trial)

\$0.00

Qty: 1

Sold by: Amazon.com Services LLC

Gift options not available.

Your Prime membership will be applied to peas-service+0-1671063293421yJg8@email.amazon.com.



Get a \$60 Amazon Gift Card instantly

upon approval for the Amazon Rewards Visa Card.

[Learn more](#)

Shipping address: Domestic, 515 WESTLAKE AVE N, SEATTLE, WA, 98109-4304 United States [Change](#)

**Delivery: Dec. 17, 2022** If you order in the next 7 hours and 41 minutes ([Details](#))

Items shipped from Amazon.com



Kindle Paperwhite (8 GB) – Now with a 6.8" display and adjustable warm light  
**\$109.99 & FREE Returns**

Qty: 1

Sold by: Amazon.com Services LLC

☒ Link device to your Amazon account to simplify setup.

[Why is this important?](#)

and see other gift options.

☐ Reserve with Layaway for \$22.00. Item ships after payments are complete.

Choose your Prime delivery option:

☒ **Saturday, Dec. 17**

FREE Prime Delivery

## Place your order

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

You also agree to all of the terms found [here](#).

By placing your order, you agree to [Terms and Conditions](#), and authorize us to charge your default payment method or any other payment method on file. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes after your first month, you may cancel anytime by visiting Your Account.** For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

## Order Summary

Items (2):	\$109.99
Shipping & handling:	\$0.00
Total before tax:	\$109.99
Estimated tax to be collected:	\$11.27

**Order total: \$121.26**

[How are shipping costs calculated?](#)

### 3 Offers Change

### 4 Review items and shipping

**A 30-day FREE trial of Amazon Prime has been added to your order. Your order has been upgraded to fast, FREE shipping.**

After your free trial, Prime is just \$14.99/month. Cancel anytime.

**Your Prime membership will begin when you place your order**

Items shipped from Amazon.com

**Amazon Prime (30-Day Free Trial)**

**\$0.00**

1

Amazon.com Services LLC

not available.

Your Prime membership will be applied to peas-service+0-1671063293421yJg8@email.amazon.com.

**Get a \$60 Amazon Gift Card instantly**

upon approval for the Amazon Rewards Visa Card.

**Shipping address:** Domestic, 515 WESTLAKE AVE N, SEATTLE, WA, 98109-4304 United States [Change](#)

**Delivery: Dec. 17, 2022** If you order in the next 7 hours and 41 minutes ([Details](#))

Items shipped from Amazon.com

**Kindle Paperwhite (8 GB) – Now with a 6.8" display and adjustable warm light**

**\$109.99 & FREE Returns** ▾

Qty: 1 ▾

Sold by: Amazon.com Services LLC

☒ **Link device to your Amazon account to simplify setup.**

[Why is this important?](#) ▾

and see other gift options

☐ Reserve with Layaway for \$22.00 . Item ships after payments are complete.

**Choose your Prime delivery option:**

☒ **Saturday, Dec. 17**

FREE Prime Delivery

Place your order

By placing your order, you agree to Amazon's [privacy notice and conditions of use](#).

You also agree to all of the terms found [here](#).

By placing your order, you agree to [Terms and Conditions](#) , and authorize us to charge your default payment method or any other payment method on file. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes after your first month, you may cancel anytime by visiting Your Account.** For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

**Order Summary**

Items (2):	\$109.99
Shipping & handling:	\$0.00
Total before tax:	\$109.99
Estimated tax to be collected:	\$11.27
<b>Order total:</b>	<b>\$121.26</b>

[How are shipping costs calculated?](#)

**Order total: \$121.26**

By placing your order, you agree to Amazon's [privacy notice and conditions of use](#).

You also agree to all of the terms found [here](#).

Place your order

By placing your order, you agree to [Terms and Conditions](#) , and authorize us to charge your default payment method or any other payment method on file. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes after your first month, you may cancel anytime by visiting Your Account.** For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

By placing your order, you agree to The Amazon Prime terms next to the order button at the top of this checkout page, including Amazon Prime's



Checkout (1 item)



## 1 Shipping address

Domestic  
515 WESTLAKE AVE N  
SEATTLE, WA 98109-4304  
[Add delivery instructions](#)

[Change](#)

Or pick up near this address - See nearby pickup locations

## 2 Payment method

Visa ending in 3838  
[Billing address](#): Same as shipping address.

[Change](#)

Add a gift card or promotion code or voucher

 Enter code

 Apply

## 3 Offers

[Change](#)

## 4 Review items and shipping

## Delivery option updated

Your delivery options have changed based on your updated purchase selections. Please review before placing your order.

**Delivery: Dec. 17, 2022** if you order in the next 5 hours and 41 minutes ([Details](#))

Items shipped from Amazon.com



Kindle Paperwhite (8 GB) - Now with a 6.8" display and adjustable warm light  
**\$109.99 & FREE Returns**

Qty: 1

Sold by: Amazon.com Services LLC  
Amazon Prime eligible [Join now](#)

☒ Link device to your Amazon account to simplify setup.

[Why is this important?](#)

Add gift options

☐ Reserve with Layaway for \$22.00. Item ships after payments are complete.

## Choose a delivery option:

☐ FREE Prime Delivery with your free trial of Prime

**Fast, FREE Delivery**

**Monday, Dec. 19**

**FREE Shipping**

☒ **Saturday, Dec. 17**

**\$5.99 - Shipping**

## Place your order

By placing your order, you agree to Amazon's [privacy notice and conditions of use](#).

You also agree to all of the terms found [here](#).

## Order Summary

Items:	\$109.99
Shipping & handling:	\$5.99
Total before tax:	\$115.98
Estimated tax to be collected:	\$11.88

**Order total: \$127.86**

[How are shipping costs calculated?](#)

 Place your order

**Order total: \$127.86**

By placing your order, you agree to Amazon's [privacy notice and conditions of use](#).

You also agree to all of the terms found [here](#).



## Checkout (1 item)



## 1 Shipping address

Domestic  
515 WESTLAKE AVE N  
SEATTLE, WA 98109-4304  
Add delivery instructions

[Change](#)

Or pick up near this address - See nearby pickup locations

## 2 Payment method

VISA Visa ending in 3030

[Change](#)

Billing address: Same as shipping address.

^ Add a gift card or promotion code or voucher



## 3 Offers

[Change](#)

## 4 Review items and shipping

Your delivery speed and cost have changed.

Test Test, if you would like to start a free trial of Amazon Prime, click [here](#).

**Delivery: Dec. 19, 2022** If you order in the next 7 hours and 41 minutes ([Details](#))

Items shipped from Amazon.com



Kindle Paperwhite (8 GB) - Now with a 6.8" display and adjustable warm light  
**\$109.99 & FREE Returns**

Qty: 1

Sold by: Amazon.com Services LLC

☒ Link device to your Amazon account to simplify setup.  
Why is this important?

Add gift options

☐ Reserve with Layaway for \$22.00 - Item ships after payments are complete.

Choose a delivery option:

☒ **Monday, Dec. 19**

FREE Shipping

☐ **Saturday, Dec. 17**

\$5.99 - Shipping

**Order total: \$121.26**

By placing your order, you agree to Amazon's [privacy notice](#) and conditions of use.

You also agree to all of the terms found [here](#).

By placing your order, you agree to Amazon's [privacy notice](#) and conditions of use.

You also agree to all of the terms found [here](#).

## Order Summary

Items:	\$109.99
Shipping & handling:	\$7.37
Free Shipping:	-\$7.37
Total before tax:	\$109.99
Estimated tax to be collected:	\$11.27

**Order total: \$121.26**

Qualifying offers:

- Free Shipping

[How are shipping costs calculated?](#)

Need help? Check our [Help pages](#) or [contact us](#).

Order placed, thanks!

Confirmation will be sent to your email.

**Forget anything?**  
For the next 24 hours, you have FREE Shipping on all items shipped by Amazon. No order minimum. Why? We just want to thank you for shopping with us. To get this benefit, choose the same delivery address. [Details](#)

Shipping to Domestic, 515 WESTLAKE AVE N, SEATTLE, WA, 98109-4304, United States

**Monday, Dec. 19**  
Estimated delivery

[Review or edit your recent orders](#)

Get a \$60 Amazon Gift Card instantly upon approval for the Amazon Rewards Visa Card. No annual fee. [Learn more](#)

## Top picks for you

Amazon 9W Official OEM USB Charger and Power Adapter for Fire Tablets, Kindle eReaders, and Echo Dot  
★★★★★ 6,761  
\$19.99  
Based on your orders  
[Add to Cart](#)

All-New, Made for Amazon Glass Screen Protector for Kindle Paperwhite (2021 Release)  
★★★★★ 121  
\$19.99  
FREE Shipping on orders over \$25 shipped by Amazon  
Usually ships within 7 to 9...  
Based on your orders  
[Add to Cart](#)

Fintie Slimshell Case for 6.8" Kindle Paperwhite (11th Generation-2021) and Kindle Paperwhite...  
★★★★★ 3,046  
\$15.95  
Get it as soon as **Monday, Dec 19**  
FREE Shipping on orders over \$25 shipped by Amazon  
Based on your orders  
[Add to Cart](#)

Kindle Paperwhite Fabric Cover (11th Generation-2021)  
★★★★★ 8,979  
**#1 Best Seller** in Device Covers  
\$30.99  
Get it as soon as **Monday, Dec 19**  
FREE Shipping on orders over \$25 shipped by Amazon  
Based on your orders  
Climate Pledge Friendly  
[Add to Cart](#)

Kindle Paperwhite Leather Cover (11th Generation-2021)  
★★★★★ 7,222  
**Limited time deal**  
\$38.99  
List: \$43.99 (11% off)  
Get it as soon as **Monday, Dec 19**  
FREE Shipping on orders over \$25 shipped by Amazon  
Ends in 23 days  
Based on your orders  
Climate Pledge Friendly  
[Add to Cart](#)

Ayutu Case for All-New 6.8" Kindle Paperwhite (11th Generation - 2021 Release), Durable Smart Cover with Auto...  
★★★★★ 986  
\$13.99  
Based on your recent views  
[Add to Cart](#)

Page 1 of 2

Come Explore  
The Jeep Showroom on Amazon

[Learn more](#)

Sponsored

Shop faster with Alexa on the Amazon app  
"Alexa, go to my orders."

[Learn more](#)

# **ATTACHMENT J**

amazon Hello Select your address All pencil

All Very Merry Deals Holiday Gift Guide Amazon Basics Prime Video Buy Again Prime Best Sellers Customer Service New Releases Coupons Books Gift Cards Registry Amazon Home Music Kindle Books Up to 40% off last-minute gifts

1-48 of over 6,000 results for "pencil" Sort by: Featured

**Eligible for Free Shipping**  
☐ Free Shipping by Amazon  
 All customers get FREE Shipping on orders over \$25 shipped by Amazon

**Amazon Local Stores**  
☐ Amazon Fresh  
☐ Bartell Drugs

**Climate Pledge Friendly**  
☐ Climate Pledge Friendly

**Department**  
 Pencils  
 Woodcase Lead Pencils  
 Mechanical Pencils

**Customer Reviews**  
 ★★★★★ & Up  
 ★★★★★ & Up  
 ★★★★★ & Up  
 ★★★★★ & Up

**Brands**  
☐ BIC  
☐ Amazon Basics  
☐ Paper Mate  
☐ Ticonderoga  
☐ Pentel  
☐ Dixon  
☐ Nikpro  
 See more

**Price**  
 Under \$25  
 \$25 to \$50  
 \$50 to \$100  
 \$100 to \$200  
 \$200 & Above

\$ Min \$ Max Go

**Deals & Discounts**  
 All Discounts  
 Today's Deals

**Writing Instrument Point Type**  
☐ Bold  
☐ Broad  
☐ Chisel  
☐ Extra Fine  
☐ Fine  
☐ Medium  
☐ Micro  
 See more

**Writing Instrument Ink Color**  
☐ Aqua  
☐ Black  
☐ Blue  
☐ Brown  
☐ Gold  
☐ Gray  
☐ Green  
 See more

**Writing Instrument Features**  
☐ Blendable  
☐ Dust Free  
☐ Eco Friendly  
☐ Erasable  
☐ Ergonomic  
☐ Lightweight  
☐ Liquid Ink  
 See more

**Writing Instrument Included Components**  
☐ Eraser  
☐ Ink Bottle  
☐ Ink Cartridge  
☐ Ink Converter

**CASTLE ARTS**  
 Create Amazing Art  
 Shop the Castle Art Supplies Store on Amazon

Color Pencils Drawing Watercolor Pencils

**RESULTS**  
 Check each product page for other buying options.

**Best Seller**

**Amazon Basics Woodcased #2 Pencils, Pre-sharpened, HB Lead, Box of 30**  
 ★★★★★ ~ (4.8) 77,807  
 \$3<sup>84</sup> (\$0.13/Count) \$6.49  
 \$3.74 with Subscribe & Save discount  
 FREE delivery **Wed, Dec 21** on \$25 of items shipped by Amazon  
**Arrives before Christmas**  
 Add to Cart  
 Amazon brand

**Paper Mate Clearpoint Mechanical Pencils, 0.7mm, HB 2, Blue Barrels, 12 Count**  
 ★★★★★ ~ (4.8) 1,714  
 \$19<sup>75</sup> (\$1.64/Count) \$53.34  
 FREE delivery **Fri, Dec 23** on \$25 of items shipped by Amazon  
**Arrives before Christmas**  
 Add to Cart

**S & E TEACHER'S EDITION Pre-sharpened pencils 220Pcs, Pencils Sharpened with eraser top, 2 HB pencil, Come with The Wooden Box...**  
 ★★★★★ ~ (4.7) 1,842  
 \$22<sup>99</sup> (\$0.10/Count)  
 Save more with Subscribe & Save  
 FREE delivery **Wed, Dec 21** on \$25 of items shipped by Amazon  
**Arrives before Christmas**  
 Add to Cart

**Pencils - Black Pencils Pre-sharpened Pencils Number 2 Pencils Cute Pencils Fun Pencils Cool Pencils Sketch Pencils Christmas Pencils...**  
 ★★★★★ ~ (4.7) 257  
 \$11<sup>89</sup> (\$0.99/Count) \$14.99  
 FREE delivery **Thu, Dec 22** on \$25 of items shipped by Amazon  
**Arrives before Christmas**  
 Add to Cart

**Amazon's Choice**

**Amazon Basics Woodcased #2 Pencils, Pre-sharpened, HB Lead - Box of 150, Bulk Box**  
 ★★★★★ ~ (4.8) 77,807  
 \$9<sup>55</sup> (\$0.06/Count) \$12.08  
 \$9.07 with Subscribe & Save discount  
 FREE delivery **Wed, Dec 21** on \$25 of items shipped by Amazon  
**Arrives before Christmas**  
 Add to Cart  
 More Buying Choices  
 \$8.55 (4 used & new offers)

**BIC Xtra-Smooth Mechanical Pencils With Erasers, Medium Point (0.7mm), 10-Count Pack, Mechanical Pencils for School or Office Supplies...**  
 ★★★★★ ~ (4.8) 11,023  
 \$2<sup>74</sup> (\$0.27/Count) \$4.99  
 Save more with Subscribe & Save  
 FREE delivery **Wed, Dec 21** on \$25 of items shipped by Amazon  
**Arrives before Christmas**  
 Add to Cart

**TICONDEROGA My First Pencils, Wood-Cased #2 HB Soft, Pre-Sharpened with Eraser, Includes Bonus Sharpener, Yellow, 5 Piece...**  
 ★★★★★ ~ (4.8) 35,095  
 \$2<sup>89</sup> \$5.24  
 Save more with Subscribe & Save  
 FREE delivery **Wed, Dec 21** on \$25 of items shipped by Amazon  
**Arrives before Christmas**  
 Add to Cart

**Apple Pencil (2nd Generation)**  
 ★★★★★ ~ (4.8) 69,860  
 \$89<sup>00</sup> \$129.00  
 FREE delivery  
 Add to Cart  
 More Buying Choices  
 \$85.44 (13 used & new offers)

amazon Hello Select your address All pencil

EN Hello, Test Account & Lists Returns & Orders Cart

All Very Merry Deals Holiday Gift Guide Amazon Basics Prime Video Buy Again Prime Best Sellers Customer Service New Releases Coupons Books Gift Cards Registry Amazon Home

Office Products Office Deals School Supplies Printers, Ink & Toner Projectors

23:56:47

[Back to results](#)



Roll over image to zoom in



## Amazon Basics Woodcased #2 Pencils, Pre-sharpened, HB Lead - Box of 150, Bulk Box

Visit the Amazon Basics Store  
 ★★★★★ 77,807 ratings | 136 answered questions

Amazon's Choice for "pencil"

Was: \$12.08 Details  
 Price: **\$9.55** (\$0.06 / Count)  
 FREE Returns  
 You Save: **\$2.53** (21%)

Get a \$60 Gift Card: Pay \$0.00 \$9.55 upon approval for the Amazon Rewards Visa Card. No annual fee.

Available at a lower price from other sellers that may not offer free Prime shipping.

Size: **150 Count (Pack of 1)**

30 Count (Pack of 1) **150 Count (Pack of 1)**

Style: **pre-sharpened**

Pattern Name: **Pencils**

**Pencils** Pencils + Staples, Black

Brand Amazon Basics  
 Writing Graphite Pencil  
 Instrument Form  
 Color Yellow  
 Age Range (Description) Kid, Teen, Adult  
 Material Wood

\$9.55 (\$0.06 / Count)  
 FREE Returns

FREE delivery **Wednesday, December 21** on orders shipped by Amazon over \$25

Or fastest delivery **Friday, December 16**. Order within 7 hrs 56 mins

**Arrives before Christmas**

Select delivery location

**In Stock.**

Qty: 1

Add to Cart

Buy Now



Secure transaction

Ships from Amazon.com  
 Sold by Amazon.com


Return policy: Returnable until Jan 31, 2023

☐ Add your 30-day **FREE** trial of Prime and get **fast, free delivery**

☐ Add a gift receipt for easy returns

**amazon** Hello **Select your address** All  EN **Hello, Test Account & Lists** **Returns & Orders** 

**All** **Very Merry Deals** **Holiday Gift Guide** **Amazon Basics** **Prime Video** **Buy Again** **Prime** **Best Sellers** **Customer Service** **New Releases** **Coupons** **Books** **Gift Cards** **Registry** **Amazon Home** **Up to 40% off last-minute gifts**



**Added to Cart**  
Size: 150 Count (Pack of 1)  
Style: pre-sharpened  
Pattern Name: Pencils


Add \$15.45 of eligible items to your order to qualify for FREE Shipping. [See details](#)

**Cart Subtotal: \$9.55**


[Proceed to checkout \(1 item\)](#)

[Go to Cart](#)


**Frequently repurchased in Baby Products** Page 1 of 2




**Philips AVENT Drying Rack, White, SCF149/00**  
★★★★★ 24,109  
\$17.79  
[Add to Cart](#)




**NUK Active Cup, 10 Oz, 1-Pack, Colors may vary**  
★★★★★ 27,709  
[See buying options](#)




**Dreft Baby Laundry Detergent - 150 fl oz**  
★★★★★ 1,154  
\$43.90  
[Add to Cart](#)




**Anti Lost Wrist Link, Dirometer 2 Pack Toddler...**  
★★★★★ 4,938  
\$14.99  
List Price: ~~\$24.99~~  
[Add to Cart](#)




**Only 2 left in stock - order soon.**  
**Parent's Choice Unscented Baby Wipes,...**  
★★★★★ 2,441  
\$47.00  
[Add to Cart](#)




**Baby Einstein Activity Arms Octopus BPA Free...**  
★★★★★ 3,798  
\$10.49  
List Price: ~~\$40.99~~  
[Add to Cart](#)




**Cottonelle Fresh Flushable Wipes, Refills...**  
★★★★★ 456  
[See buying options](#)




**The Original Easy Seat Portable High Chair (Bl...**  
★★★★★ 4,057  
\$29.99  
[Add to Cart](#)



**Munchkin Toss Portable Disposable Diaper Pail,...**  
★★★★★ 3,960  
\$14.74  
List Price: ~~\$45.99~~  
[Add to Cart](#)



**Pot Chi**  
★  
\$7  
[Add to Cart](#)











**\$60 instant gift card**

**Test, get a \$60 Amazon Gift Card instantly** upon approval for the Amazon Rewards Visa Card [Learn more](#)

<b>Current Total:</b>	\$9.55
<b>Savings:</b>	- \$60.00
<b>Cost After Savings:</b>	\$0.00
<b>Savings Remaining:</b>	\$50.45


**Frequently repurchased in Pet Supplies** Page 1 of 2

**Subtotal: \$9.55**

Add \$15.45 of eligible items to your order to qualify for FREE Shipping. [See details](#)

[Go to Cart](#)



**\$9.55**

[1](#) 

**For internal traffic only**

This page is rendered using Shopping Portal and Chewbacca, with Gurupa components.



Checkout (1 item)

**1 Enter a new shipping address****Add a new address**

Save time. Autofill your current location.

Autofill

**Country/Region**

United States

**Full name (First and Last name)**

Test Test

**Phone number**

Why? ▾

425 555 6766

**Address**

320 Westlake Ave N

Apt, suite, unit, building, floor, etc.

**City**

Seattle

**State**

Washington

**ZIP Code**

98109

☐ Make this my default address**Delivery instructions (optional)**

▾ Add preferences, notes, access codes and more

Use this address

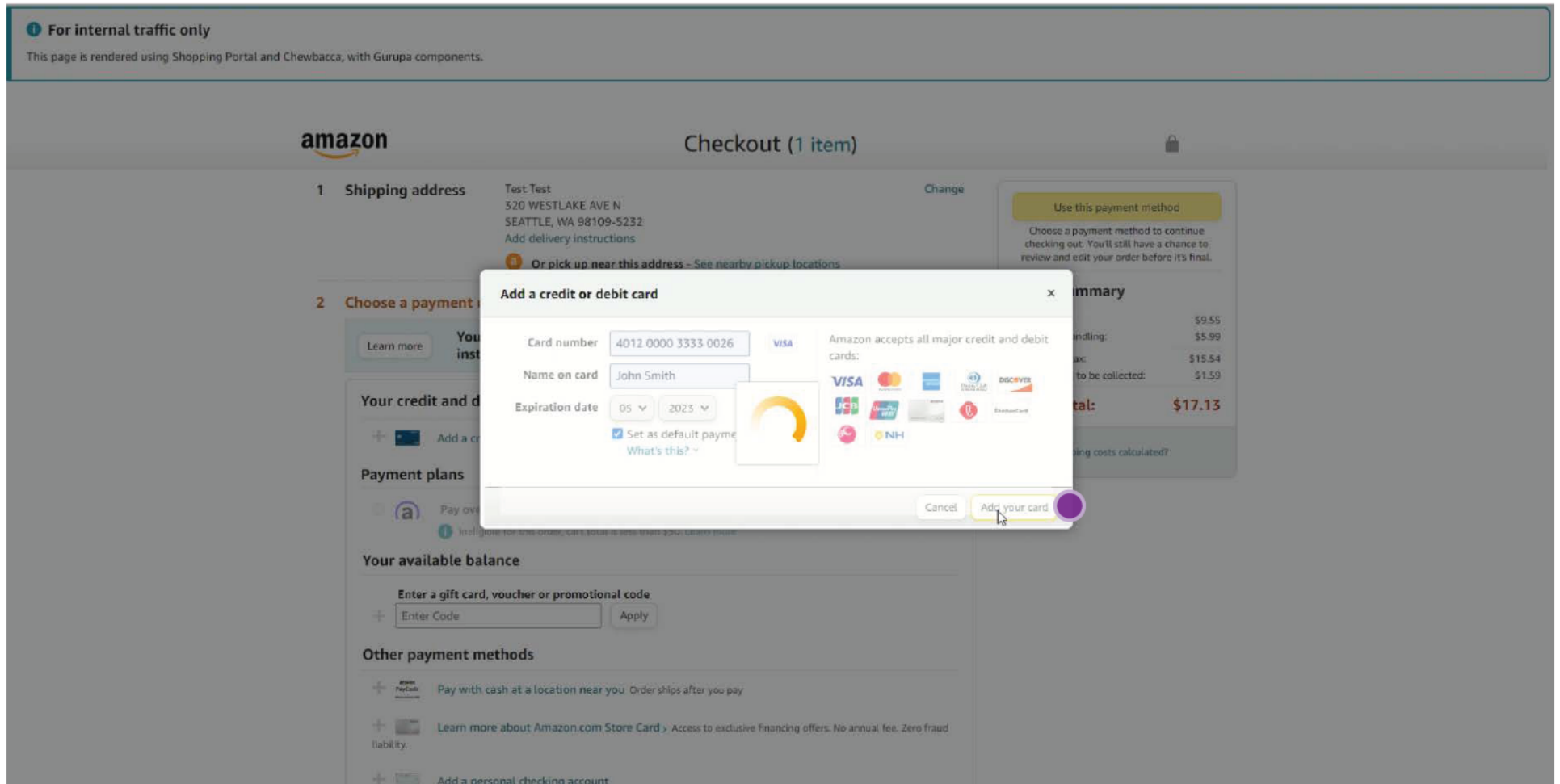
**Use this address**

Choose an address to continue checking out.  
You'll still have a chance to review and edit  
your order before it's final.

**Order Summary**

Items:	\$9.55
Shipping & handling:	--
Total before tax:	--
Estimated tax to be collected:	--

**Order total:** --[How are shipping costs calculated?](#)



 Or pick up near this address - See nearby pickup locations

## 2 Payment method

 Visa ending in 0026

[Change](#)

Billing address: Same as shipping address.

^ Add a gift card or promotion code or voucher

Apply

## Offers

[Close](#)

**Test, try Prime FREE for 30 days and save \$5.99 on this order in both shipping and savings. Cancel anytime.**

After your trial, Prime is only \$14.99/month.

### More Prime Benefits

Fast, FREE delivery on Prime eligible items

All the music + top podcasts ad-free on Amazon Music

Prime Video



Included

Included

Included

☒ Use my gift card balance, when available, to pay for Prime.

Not right now

Sign up for Prime

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorize us to charge your default payment method (Visa \*\*\*\*-0026) or another available payment method on file after your 30-day free trial. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.** For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

## Next Step

Sign up for Prime or select "Not right now" to continue checking out. You'll still have a chance to review and edit your order before it's final.

## Order Summary

Items:	\$9.55
Shipping & handling:	\$5.99
Total before tax:	\$15.54
Estimated tax to be collected:	\$1.59

**Order total: \$17.13**

[How are shipping costs calculated?](#)

## 4 Items and shipping

**Delivery date: Dec. 19, 2022**



Amazon Basics Woodcased #2 Pencils, Pre-sharpened, HB  
Lead - Box of 150, Bulk Box

Offers

Close

**Test, try Prime FREE for 30 days and save \$5.99 on this order in both shipping and savings. Cancel anytime.**

After your trial, Prime is only \$14.99/month.

More Prime Benefits	prime
Fast, FREE delivery on Prime eligible items	Included
All the music + top podcasts ad-free on Amazon Music	Included
Prime Video	Included

☒ Use my gift card balance, when available, to pay for Prime.

☒

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorize us to charge your default payment method (Visa \*\*\*\*-0026) or another available payment method on file after your 30-day free trial. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.** For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

**Next Step**

Sign up for Prime or select "Not right now" to continue checking out. You'll still have a chance to review and edit your order before it's final.

**Order Summary**

Items:	\$9.55
Shipping & handling:	\$5.99
Total before tax:	\$15.54
Estimated tax to be collected:	\$1.59
<b>Order total:</b>	<b>\$17.13</b>

[How are shipping costs calculated?](#)

#### 4 Items and shipping

Delivery date: Dec. 19, 2022



Amazon Basics Woodcased #2 Pencils, Pre-sharpened, HB  
Lead - Box of 150, Bulk Box

Need help? Check our [Help pages](#) or [contact us](#)

For an item sold by Amazon.com: When you click the "Place your order" button, we'll send you an email message acknowledging receipt of your order. Your contract to purchase an item will not be complete until we send you an email notifying you that the item has been shipped.

Important information about sales tax you may owe in your state

You may return new, unopened merchandise in original condition within 30 days of delivery. Exceptions and restrictions apply. See Amazon.com's [Returns Policy](#).

Need to add more items to your order? Continue shopping on the [Amazon.com homepage](#).

^ Add a gift card or promotion code or voucher

Enter code

Apply

## 3 Offers

Change

## 4 Review items and shipping

## FREE TRIAL

**Test, we're giving you Prime FREE for 30 days!**

Get your Prime eligible items **Monday, Dec. 19 by 8PM**  
**Tomorrow, Dec. 15 by 8PM** for ~~\$5.99~~ FREE

Get FREE One-Day Delivery with Prime  
 No hassle. No commitments. Cancel anytime.

## Delivery: Dec. 19, 2022

Items shipped from Amazon.com



**Amazon Basics Woodcased #2 Pencils, Pre-sharpened, HB Lead - Box of 150, Bulk Box**

**\$9.55 & FREE Returns** ▾

Qty: 1 ▾

Sold by: Amazon.com Services LLC

## Subscribe &amp; Save:

☐ Save 5% today and on future auto-deliveries ▾

Delivery every: 3 months (most common)

Amazon Prime eligible [Join now](#)

Add gift options

## Choose a delivery option:

☐ FREE One-Day Delivery with your free trial of Prime

**Fast, FREE Delivery**

☒ **Monday, Dec. 19**

\$5.99 - Shipping

☐ **Overnight 7 AM - 11 AM**

\$9.99 - Fastest Delivery

Place Your Order and Pay

You'll be securely redirected to Visa to complete this transaction.

**Order total: \$17.13**

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

Place Your Order and Pay

You'll be securely redirected to Visa to complete this transaction.

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

## Order Summary

Items:	\$9.55
Shipping & handling:	\$5.99
Total before tax:	\$15.54
Estimated tax to be collected:	\$1.59

**Order total: \$17.13**

[How are shipping costs calculated?](#)

[Why didn't I qualify for free shipping?](#)

Need help? Check our [Help pages](#) or [contact us](#)

For an item sold by Amazon.com: When you click the "Place your order" button, we'll send you an email message acknowledging receipt of your order. Your contract to purchase an item will not be complete until we send you an email notifying you that the item has been shipped.

Important information about sales tax you may owe in your state

You may return new, unopened merchandise in original condition within 30 days of delivery. Exceptions and restrictions apply. See Amazon.com's

5 OFFERS

Change

## 4 Review items and shipping

**A 30-day FREE trial of Amazon Prime has been added to your order. Your order has been upgraded to fast, FREE shipping.**

After your free trial, Prime is just \$14.99/month. Cancel anytime.

**Your Prime membership will begin when you place your order**

Items shipped from Amazon.com



**Amazon Prime (30-Day Free Trial)**

**\$0.00**

Qty: 1

Sold by: Amazon.com Services LLC

Gift options not available.

Your Prime membership will be applied to test-tipoca+0-1671062555202kMqJ@amazon.com.



**Get a \$60 Amazon Gift Card instantly**

upon approval for the Amazon Rewards Visa Card.

[Learn more](#)

**Shipping address:** Test Test, 320 WESTLAKE AVE N, SEATTLE, WA, 98109-5232 United States [Change](#)

**Delivery: Dec. 15, 2022** If you order in the next 40 minutes and 24 seconds ([Details](#))

Items shipped from Amazon.com



**Amazon Basics Woodcased #2 Pencils, Pre-sharpened, HB Lead - Box of 150, Bulk Box**

**\$9.55 & FREE Returns**

Qty: 1

Sold by: Amazon.com Services LLC

**Subscribe & Save:**

☐ Save 5% today and on future auto-deliveries

Delivery every: 3 months (most common)

[Add a gift receipt](#)

and see other gift options

**Choose your Prime delivery option:**

☐ **Overnight 7 AM - 11 AM**

\$2.99 - Fastest Delivery

☒ **Tomorrow, Dec. 15**

FREE One-Day Delivery

**Place your order**

By placing your order, you agree to Amazon's privacy notice and conditions of use.

By placing your order, you agree to Terms and Conditions, and authorize us to charge your default payment method or any other payment method on file. Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes after your first month, you may cancel anytime by visiting Your Account. For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

### Order Summary

Items (2):	\$9.55
Shipping & handling:	\$0.00
Total before tax:	\$9.55
Estimated tax to be collected:*	\$0.98

**Order total: \$10.53**

[How are shipping costs calculated?](#)

**Order total: \$10.53**

By placing your order, you agree to Amazon's privacy notice and conditions of use.

**Place your order**

By placing your order, you agree to Terms and Conditions, and authorize us to charge your default payment method or any other payment method on file. Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes after your first month, you may cancel anytime by visiting Your Account. For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

# **ATTACHMENT K**

amazon.com

amazon Deliver to Domestic Seattle 98109

EN Hello, Test Account & Lists Returns & Orders


All Very Merry Deals Holiday Gift Guide Gift Cards Amazon Basics Prime Video Buy Again Prime Best Sellers Customer Service New Releases Coupons Books Registry Amazon Home Shop Top 100 deals now

## Active noise cancellation + Alexa


### echo buds

~~\$119.99~~ \$69.99


Limited-time offer




#### Gifts for everyone on your list




Electronics



Home




Fashion



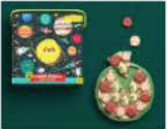
Beauty

Shop holiday gifts


#### Great gifts for everyone




Everyday Essentials



Toys




Sports




Baby

Shop now


#### Shop most-loved deals




Men's fashion



Women's fashion



Beauty




Home

Shop more 4+ star deals today

#### FREE Shipping

Choose from millions of items. Available on orders over \$25 shipped by Amazon.

Learn more



Cadidi Dinos Little Girl's Adorable Sparkle Princess Party Girls Dress Shoes


★★★★★ 1,373

\$22.99 prime


Shop now

Sponsored


#### Hot prices on hot products




#### Very Merry Deals



#### Very Merry Deals

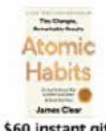


#### Gifts for everyone on your list



Waiting for fls-na.amazon.com...

amazon.com/gp/cart/view.html?ref\_=nav\_cart



Test, get \$60 off instantly upon approval of the Amazon Rewards Visa Card.

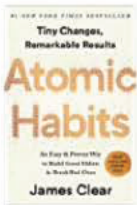
Current subtotal: \$11.98  
 Gift Card savings: - \$60.00  
 Cost after savings: \$0.00  
 Savings remaining: \$48.02

[Learn more](#)

\$60 instant gift card

## Shopping Cart

[Deselect all items](#)

	Price
 <p><b>Atomic Habits: An Easy &amp; Proven Way to Build Good Habits &amp; Break Bad Ones</b>            by James Clear  <b>#1 Best Seller</b> in Business Processes &amp; Infrastructure            Hardcover            In Stock            Eligible for FREE Shipping &amp; FREE Returns  <input type="checkbox"/> This is a gift <a href="#">Learn more</a></p> <p>Qty: 1 <a href="#">Delete</a> <a href="#">Save for later</a> <a href="#">Add to list</a> <a href="#">Compare with similar items</a></p>	<b>\$11.98</b>
<b>Subtotal (1 item): \$11.98</b>	


**Subtotal (1 item): \$11.98**

☐ This order contains a gift


[Proceed to checkout](#)

**Products related to items in your cart**


Sponsored



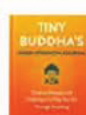
**Ditch the Diet: The 7...**  
 ★★★★★  
 758  
**\$14.99**  
[See all buying options](#)



**The Strong Mind: Th...**  
 ★★★★★  
 20  
**\$15.95**  
[See all buying options](#)



**Unleash the Power of...**  
 ★★★★★  
 913  
**\$16.89**  
[See all buying options](#)



**Tiny Buddha's Inner...**  
 ★★★★★  
 44  
**\$17.98**  
[See all buying options](#)

## Your Items

[No items saved for later](#) [Buy it again](#)

No items to Buy again.

The price and availability of items at Amazon.com are subject to change. The Cart is a temporary place to store a list of your items and reflects each item's most recent price. [Learn more](#)  
 Do you have a gift card or promotional code? We'll ask you to enter your claim code when it's time to pay.

amazon.com/gp/buy/payselect/handlers/display.html?\_from=cheetah  
 SEATTLE, WA 98109-4304  
 Add delivery instructions  
 Or pick up near this address - See nearby pickup locations

## 2 Choose a payment method

[Learn more](#) Your cost could be \$0.00 instead of \$19.81! get a **\$60 Amazon Gift Card** instantly upon approval for the Amazon Rewards Visa Card

### Your credit and debit cards

	Name on card	Expires on
Visa ending in 1111	Kamino Customer	12/2037

+ Add a credit or debit card > Amazon accepts all major credit cards.

### Payment plans

Pay over time with Affirm  
 Ineligible for this order, cart total is less than \$50. [Learn more](#)

### Your available balance

Enter a gift card, voucher or promotional code  
 +

### Other payment methods

+ Pay with cash at a location near you. Order ships after you pay.

+ [Learn more about Amazon.com Store Card](#) > Access to exclusive financing offers. No annual fee. Zero fraud liability.

+ Add a personal checking account  
 Use your US based personal checking account.  
[Learn more](#)

+ Add your Venmo account

[Use this payment method](#)

[Use this payment method](#)

Choose a payment method to continue checking out. You'll still have a chance to review and edit your order before it's final.

### Order Summary

Items:	\$11.98
Shipping & handling:	--
Total before tax:	--
Estimated tax to be collected:	--
<b>Order total:</b>	<b>--</b>

[How are shipping costs calculated?](#)

amazon.com/gp/buy/primeinterstitial/handlers/display.html?hasWorkingJavascript=1

**For internal traffic only**  
This page is rendered using Shopping Portal and Chewbacca, with Gurupa components.

amazon Checkout (1 item)

1 Shipping address Domestic Change

**Try Prime FREE for 30 days and save \$5.99 on this order in both shipping and savings. Cancel anytime.**  
After your trial, Prime is only \$14.99/month.

More Prime Benefits	
Fast, FREE delivery on Prime eligible items	prime Included
All the music + top podcasts ad-free on Amazon Music	Included
Prime Video	Included

☒ Use my gift card balance, when available, to pay for Prime.

Not right now Sign up for Prime

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorize us to charge your default payment method (Visa \*\*\*\*-1111) or another available payment method on file after your 30-day free trial. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.** For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.

order. Your contract to purchase an item will not be complete until we send you an email notifying you that the item has been shipped.


Important information about sales tax you may owe in your state

You may return new, unopened merchandise in original condition within 30 days of delivery. Exceptions and restrictions apply. See Amazon.com's [Returns Policy](#).

Need to add more items to your order? Continue shopping on the [Amazon.com homepage](#).

amazon.com/gp/buy/spc/handlers/display.html?hasWorkingJavascript=1

☐ Default to this delivery address and payment method.



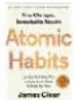
**Test Test, congratulations! Your 30-day free trial of Prime has started. You can cancel anytime.**

Prime offers you the best of shopping and entertainment, including:

- ✓ FREE Delivery, as fast as today
- ✓ Popular movies and TV shows for free, plus award-winning Originals
- ✓ Over two million songs on demand and ad-free

Look for an email from us with more information. Welcome to Prime!

**Delivery: Dec. 22, 2022** If you order in the next 7 hours and 1 minute [\(Details\)](#)  
Items shipped from Amazon.com



**Atomic Habits: An Easy & Proven Way to Build Good Habits & Break Bad Ones**  
by Clear, James  
**\$11.98** ✓ Prime & FREE Returns  
Qty: 1  
Sold by: Amazon.com Services LLC  
[Add gift options](#)

**Choose your Prime delivery option:**

☐ **Today & Overnight**  
\$2.99 - Fastest Delivery

Today  
5 PM - 10 PM

Overnight  
4 AM - 8 AM

✓ [See more delivery slots](#)

☒ **Thursday, Dec. 22**  
FREE Prime Delivery

☐ **Friday, Dec. 23**  
FREE Amazon Day Delivery  
Pick your delivery day.  
**Some orders may arrive a day early.** [Change day](#)

**Place Your Order and Pay**

You'll be securely redirected to Visa to complete this transaction.

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

**Order Summary**

Items:	\$11.98
Shipping & handling:	\$0.00
Total before tax:	\$11.98
Estimated tax to be collected:	\$1.23
<b>Order total:</b>	<b>\$13.21</b>

[How are shipping costs calculated?](#)

Prime shipping benefits have been applied to your order.

**Place Your Order and Pay**

You'll be securely redirected to Visa to complete this transaction.

**Order total: \$13.21**  
By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

Need help? Check our [Help pages](#) or [contact us](#)

For an item sold by Amazon.com: When you click the "Place your order" button, we'll send you an email message acknowledging receipt of your order. Your contract to purchase an item will not be complete until we send you an email notifying you that the item has been shipped.

[Important information about sales tax you may owe in your state](#)

You may return new, unopened merchandise in original condition within 30 days of delivery. Exceptions and restrictions apply. See Amazon.com's [Returns Policy](#).

Need to add more items to your order? Continue shopping on the [Amazon.com homepage](#).

amazon.com/gp/buy/thankyou/handlers/display.html?purchaseId=106-6251361-1037836&ref\_=chk\_typ\_browserRefresh&isRefresh=1

amazon All

Very Merry Deals Holiday Gift Guide Gift Cards Amazon Basics Prime Video Buy Again Prime Best Sellers Customer Service New Releases Coupons Books

Follow the Author

James Clear

Follow

Follow authors to get new release updates, plus improved recommendations. [Manage your follows](#)

Order on hold

Update Payment Method

Review or edit your recent orders >

Get a \$60 Amazon Gift Card instantly upon approval for the Amazon Rewards Visa Card. No annual fee

Learn more

Products related to your purchase

Page 1 of 3

Sponsored

Clever Fox Budget Planner - Undated - Expense Tracker Notebook. Monthly Bu...

★★★★★ 26,379

\$21.99 ✓prime

Clever Girl Finance: Ditch debt, save money and build real wealth

Bola Sokunbi

★★★★★ 999

Paperback

\$16.59 ✓prime

Clever Girl Finance: Learn How Investing Works, Grow Your Money

Bola Sokunbi

★★★★★ 630

Paperback

\$14.36 ✓prime

HMROPE 60PCS Fastening Cable Ties Reusable, Premium 6-Inch Adjustable Cord T...

★★★★★ 5,392

\$7.99 ✓prime

Legend Planner - Deluxe Weekly & Monthly Life Planner to Hit Your Goals & Live Happier...

★★★★★ 21,313

\$24.99 ✓prime

ENERGIZER LED Headlamp PRO (2-Pack), IPX4 Water Resistant Headlamps, High-Perf...

★★★★★ 2,691

\$21.57 ✓prime

You, Improved: A Daily Dose of Inspiration

Martha Karelus

★★★★★ 62

Paperback

\$15.95 ✓prime

Cadidi Dinos Little Girl's Adorable Sparkle Princess Party Girls Dress Shoes

★★★★★ 1,373

\$22.99 ✓prime

Shop now

Sponsored

UIN Art Painted Travel Slip On Shoes

UIN Women's Fashion Floral Art Sneaker

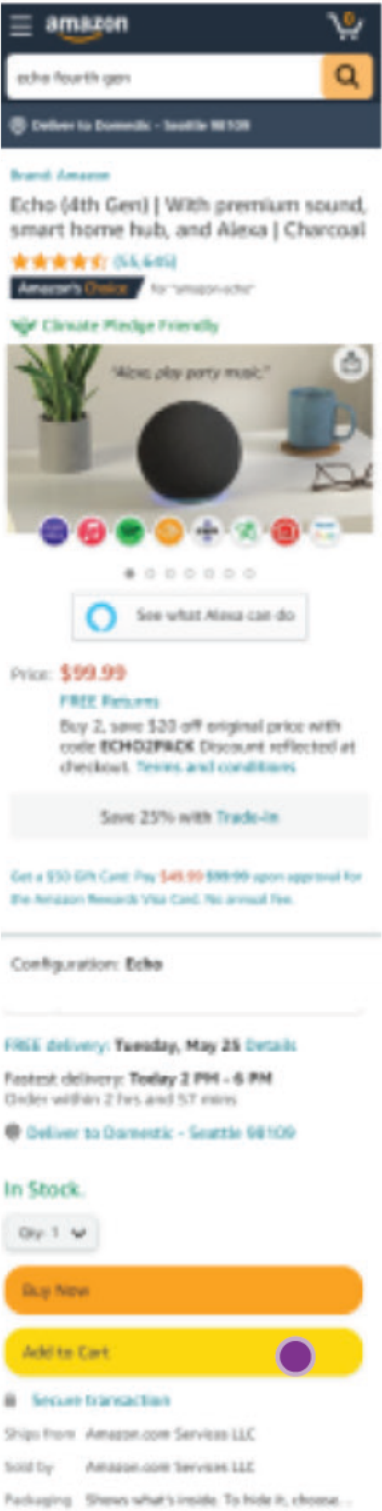
Customers who bought these items also bought

AMZN\_00148394.mov

Page 1 of 3

Waiting for fls-na.amazon.com...

# **ATTACHMENT L**





**\$24.95**

Add to cart



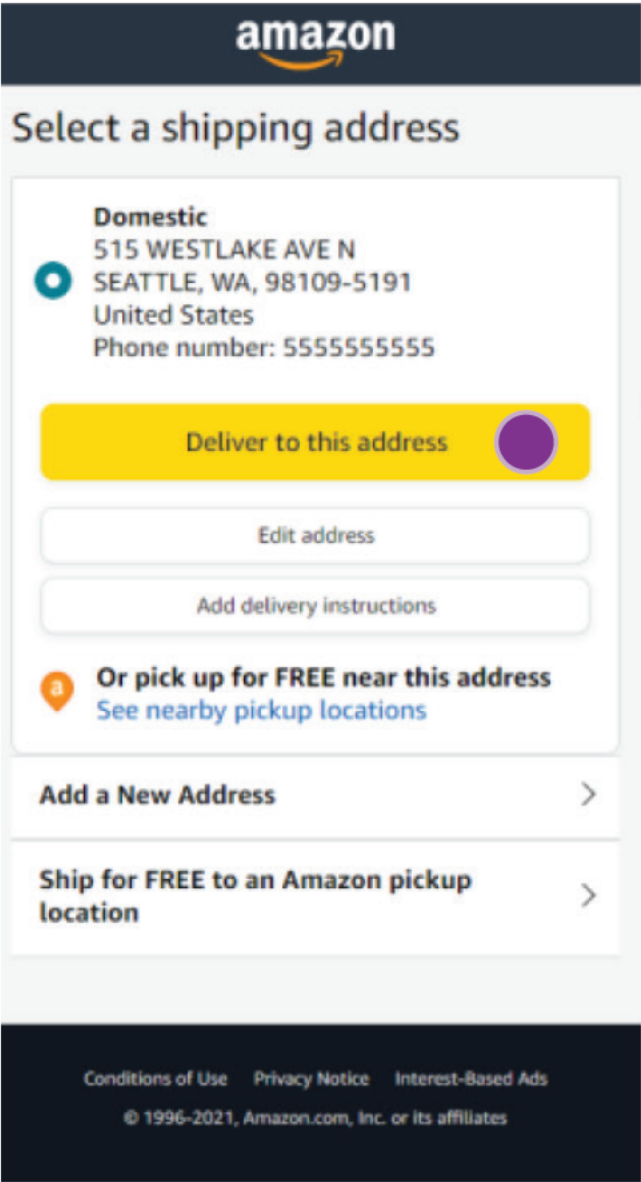
Accident protection for your device

**\$3.99**

Add to cart



★★★★★ 7 100



amazon

Choose your shipping options

- Echo (4th Gen) | With premium sound, smart home hub, and Alexa | Charcoal

Choose a delivery option:

☒

Today

FREE Same-Day Delivery with  
amazon prime

☐

Sunday, May 23

FREE Shipping

☐

Friday, May 21

\$8.47 - Shipping

☐

Today 5PM – 10PM

\$12.99 - Fastest Delivery

Continue

Conditions of Use

Privacy Notice

Interest-Based Ads

© 1996-2021, Amazon.com, Inc. or its affiliates

| 4

amazon

Add a credit or debit card

Pay with cash at a location near you

Add a personal checking account

Gift Cards, Vouchers & Promotional Codes

Enter Code

Apply

Conditions of Use

Privacy Notice

Interest-Based Ads

© 1996-2021, Amazon.com, Inc. or its affiliates

Internal only: [Link](#) or [mail](#) this page.

amazon

Select a payment method

Continue

Mastercard \*\*\*\*2871

Test Test

Expires 10/2025

amazon

VISA

Pay ~~\$86.50~~ **\$36.50** for this order. Get \$50 off instantly upon approval for the Amazon Rewards Visa Card.


Add a payment method

Gift Cards, Vouchers & Promotional Codes

Enter Code


Apply

Continue




Test, we're giving you 30 days of Prime for ~~\$12.99~~ FREE


SHOPPING BENEFITS INCLUDE:



**Prime Delivery**  
Fast, FREE convenient ways to get millions of items.




**Exclusive Deals**  
Savings and discounts just for Prime members, plus early access to Lightning Deals.




**Savings at Whole Foods**  
Prime members save more on grocery favorites and everyday essentials.


ENTERTAINMENT BENEFITS INCLUDE:



**Prime Video**  
Watch what you love with award-winning Amazon Originals, movies and TV shows, included in your membership.



**Prime Music**  
Unlimited access to millions of songs and custom playlists ad-free.



**Prime Gaming**  
Free games, in-game loot, exclusives and surprises.


Start your Prime FREE trial

Don't worry, cancel anytime.

No Thanks

After your FREE Trial, Amazon Prime is just \$12.99/month. Cancel anytime.

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorize us to charge your default payment method (Visa \*\*\*\*-6733) or another available payment method on file after your 30-day free trial. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$12.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.** For customers in Hawaii, Puerto Rico, and Alaska please visit the [Amazon Prime Shipping Benefits](#) page to check various shipping options.



[Conditions of Use](#)
[Privacy Notice](#)
[Interest-Based Ads](#)

© 1996-2021, Amazon.com, Inc. or its affiliates

Internal only: [Link](#) or [mail](#) this page.

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

You also agree to all of the terms found here.

[Place your order](#)

**Congratulations, your Prime Free trial has started!**  
Eligible items will ship for free. We'll email you about all Prime benefits.

Shipping to: **Domestic, 515 WESTLAKE** →  
Delivery: **May 22, 2021**

Items:	\$99.99
Shipping & handling:	\$0.00
Total before tax:	\$99.99
Estimated tax to be collected:	\$10.25
<b>Order total:</b>	<b>\$110.24</b>

**Shipping address**

**Domestic**  
515 WESTLAKE AVE N, SEATTLE, WA 98107 →

[Add delivery instructions \(optional\)](#)

[Or pick up near this address](#)  
See nearby pickup locations →

**Payment information**

**Payment method**  
Mastercard ending in 2871 →

**Billing address**  
Same as shipping address →

**Get a \$10 Amazon Gift Card**  
Instantly upon approval for the Amazon Research Visa Card.

Add a gift card, promotion code, or voucher

Enter Code  [Apply](#)

**Shipment details**

☐ **Today 3PM - 6PM**  
FREE Fastest Delivery

☒ **Saturday, May 22**  
FREE Prime Delivery

☐ **Monday, May 24**  
FREE Amazon Day Delivery  
Get your orders in fewer boxes.  
☐ Choose your Amazon Day  
Get a \$1 reward for select digital items. One reward per purchase.  
[Details](#)

**Delivery:**  
May 22, 2021 if you order in the next 13 hours and 36 minutes ([Details](#))

**Echo (4th Gen) | With premium sound, smart home hub, and Alexa | Charcoal**  
\$99.99 - Prime & Alexa members  
Sold by: Amazon.com Services LLC  
[View larger image](#)

Quantity: 1 ▼

[Add a gift receipt and see other gift options](#) →

**Item arrives in packaging that shows what's inside. To hide it, choose Ship in Amazon packaging.**

[Ship in Amazon packaging](#) →

[Place your order](#)

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

You also agree to all of the terms found here.

For an item sold by Amazon.com: When you click the "Place your order" button, we'll send you an email message acknowledging receipt of your order. Your contract to purchase an item will not be complete until we send you an email notifying you that the item has been shipped.

Colorado, Louisiana and Puerto Rico Purchasers: Important information regarding sales tax you may owe in your State.

Within 30 days of delivery, you may return new, unopened merchandise in its original condition. Exceptions and restrictions apply. See Amazon.com's [Return Policy](#).

Go to the [Amazon.com homepage](#) without completing your order.

[Conditions of Use](#)
[Privacy Notice](#)
[Interest-Based Ads](#)

© 1996-2021, Amazon.com, Inc. or its affiliates

amazon

prime

Hello, Test

0

Search Amazon

Buy Again

Prime

Whole Foods

Fresh

Video

Best

Thank you, your order has been placed.

Please check your email for order confirmation and detailed delivery information or visit [Message Center](#) to review your notifications.


Shipping to Domestic, 515 WESTLAKE AVE N

Saturday, May 8


Estimated delivery

Review or edit your recent orders

Spend \$10, save \$5 on your next retail Prime purchase



Get started now




ETERNITY  
CALVIN KLEIN  
JACKET ETERNITY


SHOP NOW

Continue Shopping


Recommended for you based on items in your order



Nintendo Switch with Gray Joy-Con - HAC-001(-01)  
★★★★★  
78,831 reviews  
\$299.99 ✓prime



Nintendo Switch with Neon Blue and Neon Red...  
★★★★★  
78,831 reviews  
220 offers from \$299.99




All-new Echo (4th Gen) | Smart speaker with...  
★★★★★  
65,181 reviews  
\$39.99 ✓prime

19

# **ATTACHMENT M**



QgescpqHnb, we are giving you a 30-day free trial of Amazon Prime. **Save \$5.99 with FREE Two-Day Shipping** on this order.

Delivery Speed	
Same-Day Delivery (in select cities)	FREE
One-Day Shipping (in select cities)	FREE
Two-Day Shipping	FREE

**No minimum order threshold  
for FREE Two-Day Shipping**

Get FREE Two-Day Shipping

No thanks, I do not want FREE Two-Day Shipping

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorize us to charge your credit card (Visa \*\*\*\*-0988) or another available credit card on file after your 30-day free trial. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for \$12.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.**

# **ATTACHMENT N**

Advertisement **Checklist** for [www.mhhe.com/9780130352378](http://www.mhhe.com/9780130352378)

● ● ● ● ● ● ●

 See what Alma can do

Buy 2, save \$20 off original price with code **ECHO2PACK**. Discount reflected at checkout. [Terms and conditions](#)

Save 25% with [Trade-In](#)

### Configurations: Below

 Deliver to Domestic - Seattle 98109

Day 1 

### Group Review

### Additional Experiments

 [Feedback to Sarah and David](#)

Ships from Amazon.com Services LLC

Sold By: Amazon.com Services, LLC


**Packaging** Shows what's inside. To hide it, choose...

📍 Deliver to Domestic - Seattle 98109

In Stock.


Qty: 1 ▼

✕

 ✓ Added

Proceed to Checkout


Recommended with your device



All New, Made for Amazon,  
featuring The Mandalorian Baby

\$24.95

Add to cart




2-Year Accident Protection Plan for  
All New Echo Dot 4th Gen

Accident protection for your device

★★★★☆ 5,648

\$3.99

Add to cart

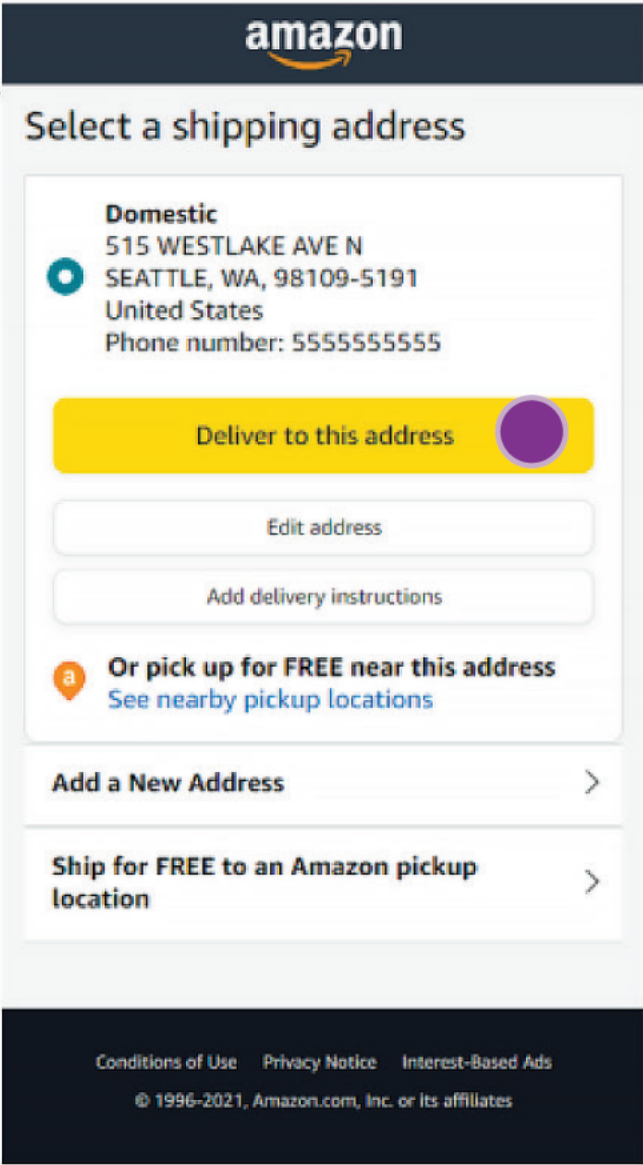


All New, Made For Amazon Wall  
Mount, Black, for Echo Dot (4th

Get your Echo Dot off the counter and  
onto the wall, under a cabinet, or even  
on the ceiling

★★★★☆ 7,100

12



amazon

Choose your shipping options

- All-new Echo Dot (4th Gen, 2020 release) | Smart speaker with Alexa | Charcoal

Choose a delivery option:

☐ FREE Two-Day Delivery with [amazon prime](#)

☐ Tuesday, May 11  
FREE Shipping


☒ Saturday, May 8  
\$10.65 - Shipping


☐ Today 10AM – 3PM  
\$12.99 - Fastest Delivery

Continue

[Conditions of Use](#) [Privacy Notice](#) [Interest-Based Ads](#)

© 1996-2021, Amazon.com, Inc. or its affiliates



Add a credit or debit card 

▼ Pay with cash at a location near you

Add a personal checking account

Gift Cards, Vouchers & Promotional Codes

Enter Code

Apply

[Conditions of Use](#) [Privacy Notice](#) [Interest-Based Ads](#)

© 1996-2021, Amazon.com, Inc. or its affiliates

Internal only: [Link](#) or [mail](#) this page.

amazon

Select a payment method

Continue

Mastercard \*\*\*\*2871

Test Test

Expires 10/2025

amazon

VISA

Pay ~~\$86.50~~ **\$36.50** for this order. Get \$50 off instantly upon approval for the Amazon Rewards Visa Card.


Add a payment method

Gift Cards, Vouchers & Promotional Codes

Enter Code

Apply

Continue



By placing your order, you agree to Amazon's privacy notice and conditions of use.  
You also agree to all of the terms found here.

Place your order

---

**Try Prime FREE**

Test, we're giving you a 30-day FREE trial of Prime. No commitments, cancel anytime.  
On your Prime eligible items Today, May 20 to 6PM for \$0.99 FREE

---

Shipping to: **Domestic, 515 WESTLAKE ...**  
Delivery: **May 25, 2021**

Items:	\$99.99
Shipping & handling:	\$8.47
Total before tax:	\$108.46
Estimated tax to be collected:	\$11.12
<b>Order total:</b>	<b>\$119.58</b>

**Shipping address**

**Domestic**  
515 WESTLAKE AVE N, SEATTLE, WA 98...

**Add delivery instructions (optional)**

**Or pick up near this address**  
See nearby pickup locations

**Payment information**

**Payment method**  
Mastercard ending in 2871

**Billing address**  
Same as shipping address.

**Get a \$10 Amazon Gift Card**  
Instantly upon approval for the Amazon Rewards Visa Card.

**Add a gift card, promotion code, or voucher**

Enter Code

**Shipment details**


☐ **Today**  
FREE Same-day Delivery with your free trial of Prime  
Fast, FREE Delivery Prime

☐ **Tuesday, May 25**  
FREE Shipping


☒ **Sunday, May 31**  
\$8.47 - Shipping

[See more delivery options](#)

**Delivery:**  
May 25, 2021 if you order in the next 12 hours and 59 minutes (Details)

 **Echo (4th Gen) | With premium sound, smart home hub, and Alexa | Charcoal**  
~~\$99.99~~ & FREE Returns  
Sold by: Amazon.com Services LLC

Quantity: 1

 **Add a gift receipt**  
and one other gift options

**Item arrives in packaging that shows what's inside. To hide it, choose Ship in Amazon packaging.**


**Place your order**

By placing your order, you agree to Amazon's privacy notice and conditions of use.  
You also agree to all of the terms found here.  
or at item sold by Amazon.com when you click the "Place your order" button, we'll send you an email message acknowledging receipt of your order. Your contract to purchase an item will not be complete until we send you an email notifying you that the item has been shipped.  
**Colorado, Louisiana and Puerto Rico Purchasers: Important information regarding sales tax you may owe in your state.**  
Within 30 days of delivery, you may return new, unopened merchandise in its original condition. Exceptions and restrictions apply. See Amazon.com's Return Policy.  
Go to the Amazon.com homepage without completing your order.

Conditions of Use Privacy Notice Interest-Based Ads

© 1999-2021, Amazon.com, Inc. or its affiliates


Amazon Delivery: [View](#) [Help](#) [Feedback](#)



By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

By placing your order, you agree to [Terms and Conditions](#), and authorize us to charge your default payment method or any other payment method on file. Your Amazon Prime membership continues until cancelled. If you are not a member for 112.80month plan any applicable fees of for your first month, you may cancel anytime by visiting [your account](#). For customers in Hawaii, Puerto Rico, and Alaska please visit the Amazon Prime Shipping Benefits page for more various shipping options.

**Place your order**



**Test Test, your Prime FREE 30-day trial has been added below.**  
After your free trial, Prime is \$12.80/month. Cancel anytime.

Items (2):	\$19.99
Shipping & handling:	\$0.00
Total before tax:	\$19.99
Estimated tax to be collected:	\$10.25
<b>Order total:</b>	<b>\$118.24</b>

**Shipping address**

[See details below](#)

**Add delivery instructions (optional)**

[Add delivery instructions](#)

**Payment information**

**Payment method**

MasterCard ending in 2871

**Billing address**

Same as shipping address

**Get a \$10 Amazon Gift Card**  
Instantly upon approval for the Amazon Rewards Visa Card.


**Add a gift card, promotion code, or voucher**

Enter Code

**Shipment 1 of 2**

Your Prime membership will be applied to post-service@1617811150964pbo@gmail.amazon.com. [Learn more](#)

**Your Prime membership will begin when you place your order**



**Amazon Prime (30-Day Free Trial)**  
~~\$6.99~~  
Sold by: Amazon.com Services LLC

Quantity: 1

Gift options not available.


**Shipment 2 of 2**

Items shipped from Amazon.com

**Shipping address** [See details](#)  
Dorchester, 515 WESTLAKE AVE N, SEATTLE, WA, 98109-4304 United States

**Thursday, April 8**  
**FREE One-Day Delivery**

**Delivery:**  
**May 23, 2021** If you order in the next 12 hours and 59 minutes [\(Details\)](#)



**Echo (4th Gen) | With premium sound, smart home hub, and Alexa | Charcoal**  
~~\$39.99~~ & FREE Returns  
Sold by: Amazon.com Services LLC

Quantity: 1

**Add a gift receipt and/or other gift options**

**Item arrives in packaging that shows what's inside. To hide it, choose Ship in Amazon packaging.**

**Ship in Amazon packaging**

**Place your order**

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

You also agree to all of the terms found [here](#).

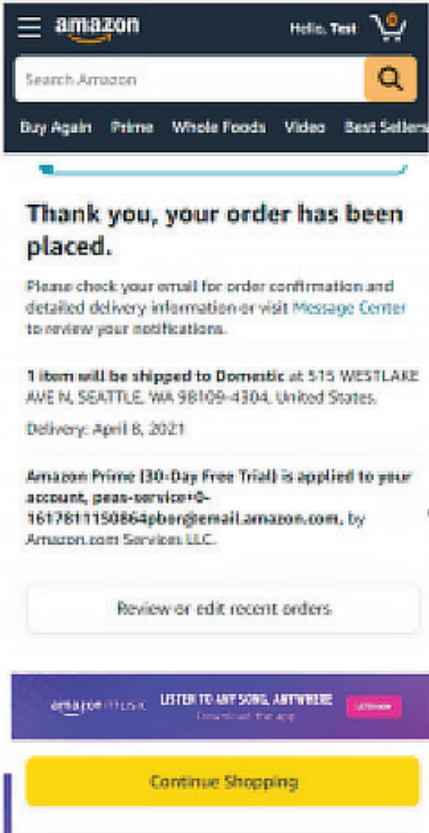
For an item sold by Amazon.com: When you click the "Place your order" button, we'll send you an email message acknowledging receipt of your order. Your contract to purchase an item will not be complete until we send you an email notifying you that the item has been shipped.

**Colorado, Louisiana and Puerto Rico Purchasers: Important information regarding sales tax you may owe in your state.**

With a 10-day delivery, you may return any unopened merchandise in its original condition. Deadlines and restrictions apply. See [Amazon.com's Return Policy](#).

Go to the [Amazon.com homepage](#) without completing your order.

Conditions of Use Privacy Notice Import-Related Ads  
© 1996-2021, Amazon.com, Inc. or its affiliates.  
Internet only. [Link to our UK page](#).



# **ATTACHMENT O**

amazon

Sign in

0

harry potter

Select delivery location

Nice Dream

Nice Dream Unicorn Night Light for Kids, 3...

\$16.99

prime

Sponsored

Visit the Paladone Store

★★★★★ 13

Paladone Harry Potter Hedwig Night Light - Harry Potter

Decor - Bedroom Night Light for Kids



Lowest price in 30 days

-33%

\$20<sup>00</sup>

List Price: ~~\$29.99~~

FREE Returns

FREE delivery **Tuesday, December 20** on orders shipped by Amazon over \$25. Order within **8 hrs 28 mins**

Arrives before Christmas

Select delivery location

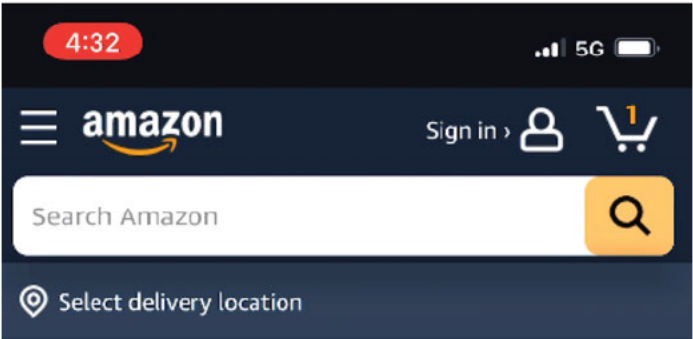
In Stock.

Qty: 1


Add to Cart

Buy Now

11



Subtotal \$20<sup>00</sup>

 Add \$5.00 of eligible items to your order to qualify for FREE Shipping. [See details](#)

[Proceed to checkout \(1 item\)](#) 

☐ Send as a gift. Include custom message




Paladone Harry Potter Hedwig Night Light - Harry Potter De...

**\$20<sup>00</sup>**

Eligible for FREE Shipping & [FREE Returns](#)


In Stock

 1 +


Delete


Save for later



**Returns are easy**


Returns until January 31 on millions of 


AA


 amazon.com













## Add a new address

Use current location

OR

United States 

Full name (First and Last name)

Phone number


Address

Street address or P.O. Box

Apt, Suite, Unit, Building (optional)

City

State


Select 


ZIP Code

☐ Make this my default address

Delivery instructions (optional)

Notes, preferences, access codes and more



Use this address 

[Conditions of Use](#) [Privacy Notice](#) [Interest Based Ads](#)

© 1996–2022, Amazon.com, Inc. or its affiliates

< Back

Add a credit or debit card

Amazon accepts major credit and debit cards.

Card number

3947

VISA

Expiration date

Name on card

☒

Set as default payment method. [What's this?](#)

Add and continue

Your information is encrypted and secure

amazon

Your top Prime eligible item in cart

**we're giving you 30 days of Prime for FREE**

After your FREE trial, Prime is just \$14.99/month

Without Prime	Perks of Prime
Minimum order requirements	Fast, FREE delivery on Prime eligible items
Music listening with ads	All the music + top podcasts ad-free on Amazon Music
Not included	Prime Video - Enjoy award-winning Amazon Originals, movies and TV shows

Get FREE Two-Day Delivery with Prime

Save \$5.99 instantly on this order

No thanks

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and ... See all](#)

**we're giving you 30 days of Prime for FREE**

After your FREE trial, Prime is just \$14.99/month

Without Prime	Perks of Prime
Minimum order requirements	Fast, FREE delivery on Prime eligible items
Music listening with ads	All the music + top podcasts ad-free on Amazon Music
Not included	Prime Video - Enjoy award-winning Amazon Originals, movies and TV shows

Get FREE Two-Day Delivery with Prime

Save \$5.99 instantly on this order

No thanks

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and ... See all](#)

**we're giving you 30 days of Prime for FREE**

After your FREE trial, Prime is just \$14.99/month

Without Prime	Perks of Prime
Minimum order requirements	Fast, FREE delivery on Prime eligible items
Music listening with ads	All the music + top podcasts ad-free on Amazon Music
Not included	Prime Video - Enjoy award-winning Amazon Originals, movies and TV shows

Get FREE Two-Day Delivery with Prime

Save \$5.99 instantly on this order

No thanks

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and ... See all](#)

4:39 5G

Without Prime	prime
Minimum order requirements	Fast, FREE delivery on Prime eligible items
Music listening with ads	All the music + top podcasts ad-free on Amazon Music
Not included	Prime Video - Enjoy award-winning Amazon Originals, movies and TV shows

☒ Use my gift card balance, when available, to pay for Prime.

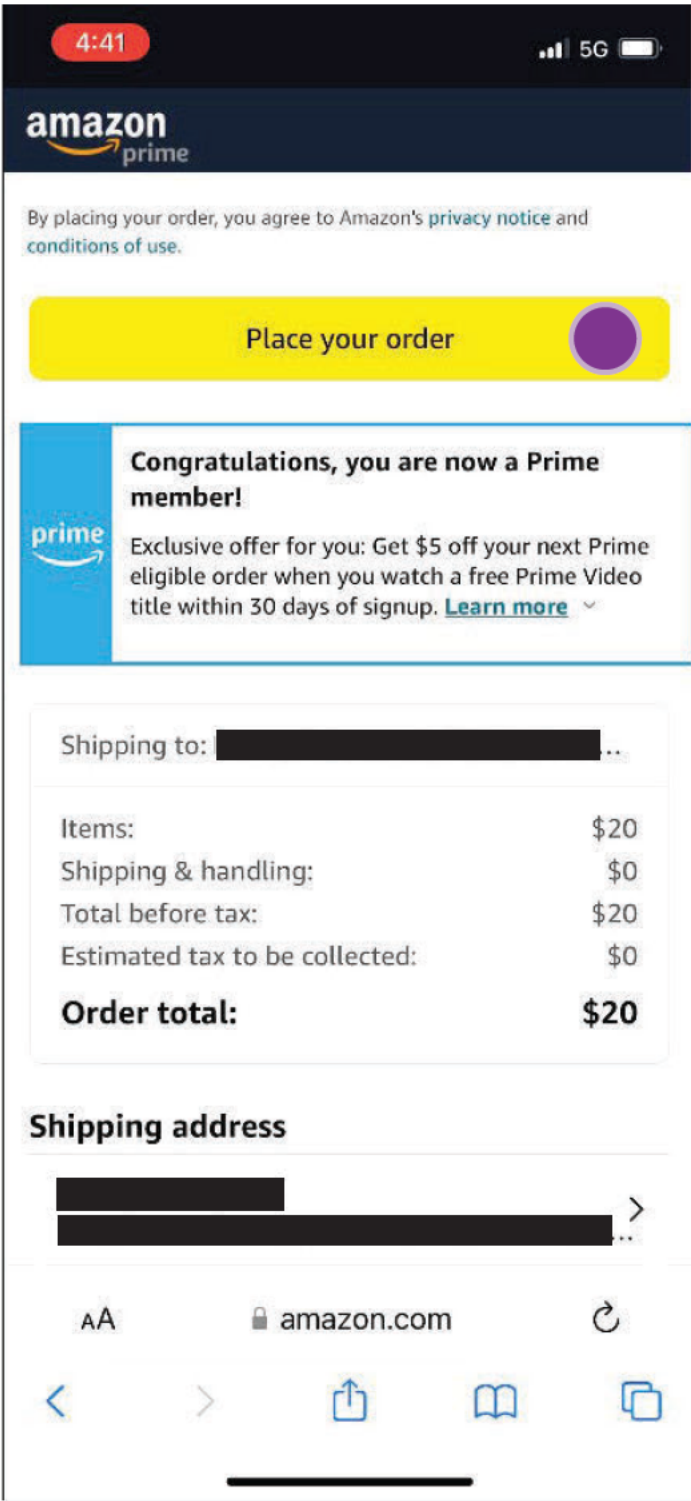
Get FREE Two-Day Delivery with Prime

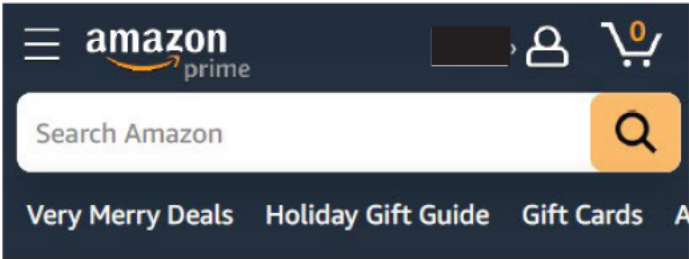
Save \$5.99 instantly on this order

No thanks

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorize us to charge your default payment method (Visa \*\*\*\*-3947) or another available payment method on file after your 30-day free trial. **Your Amazon Prime membership continues until cancelled. If you do not wish to**

amazon.com





✓ **Order placed, thanks!**

Confirmation will be sent to your email.

Shipping to [redacted]  
[redacted]  
number: [redacted]



**Friday, Dec. 16**  
Estimated delivery

✓ [Show order details](#)

**Related to items you've viewed**



**Spoontiques Hogwarts  
Glitter Cup w/Straw**  
★★★★☆ 17,889  
\$12.99  
✓prime FREE Delivery



**Harry Potter Hogwarts 1  
Cup with Straw, 22 oz -.**  
★★★★☆ 144  
\$12.89  
✓prime FREE Delivery

# **ATTACHMENT P**

amazon Prime Video

Home Store Channels Categories ▾ My Stuff Deals

WHO'S WATCHING? Test Test

## Tom Clancy's Without Remorse

★★★★☆ (11,523) IMDb 5.8 1 h 49 min 2021 TV-14 HD 4K AR CC

Amazon Original Movie - An elite Navy SEAL (Michael B. Jordan) uncovers an international conspiracy while seeking justice for the murder of his pregnant wife in Without Remorse, the explosive origin story of action hero John Clark - one of the most popular characters in author Tom Clancy's Jack Ryan universe.

Directors Stefano Sollima  
 Starring Michael B. Jordan, Jamie Bell, Jodie Turner-Smith  
 Genres Action  
 Subtitles English [CC], العربية, [more...](#)  
 Audio languages English, English [Audio Description], [more...](#)

**prime** Watch for \$0.00 with Prime

Watch with Prime  
 Start your 30-day free trial

[Read the book that inspired the movie](#)  
 Available in multiple formats.

By ordering or viewing, you agree to our [Terms](#). Sold by Amazon.com Services LLC.

[Share](#) [Write review](#) [Feedback](#)

[Related](#) [Details](#)

You might also like

AMAZON ORIGINAL TOM CLANCY'S JACK RYAN  
 CLEAR  
 HARRISON HOOD



Watch now, cancel anytime  
Start your 30-day free trial



#### Confirm your details

Plan	<b>Prime</b> Enjoy unlimited streaming of thousands of movies and TV shows plus FREE Two-Day Delivery on millions of items. (\$12.99/month after trial)	Change
Email	peas-service+0-1620150599217Wnev@email.amazon.com	
Payment method	Test Test MasterCard ending in 2871 10/2025	Change
Billing address	Domestic 515 WESTLAKE AVE N SEATTLE WA 98109-4504	Change

By signing up, you acknowledge that you have read and agree to the Amazon Prime Terms and Conditions and authorize us to charge your preferred card or another available credit card on file after your 30-day free trial. Your Prime membership continues until cancelled. If you don't want to continue for \$12.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.

Start your free trial

Change or cancel plan anytime  
Pay later

[Conditions of Use](#) [Privacy Notice](#) [Send Us Feedback](#) [Help](#)

© 1996-2021, Amazon.com, Inc. or its affiliates

amazon prime

Prime Video

Home Free to me Store Channels Categories My Stuff Deals

WHO'S WATCHING? Test Test

## Tom Clancy's Without Remorse

★★★★☆ (11,523) IMDb 5.8 1 h 49 min 2021 X-Ray HDR UHD AD 18

Amazon Original Movie - An elite Navy SEAL (Michael B. Jordan) uncovers an international conspiracy while seeking justice for the murder of his pregnant wife in Without Remorse, the explosive origin story of action hero John Clark - one of the most popular characters in author Tom Clancy's Jack Ryan universe.

Directors Stefano Sollima  
 Starring Michael B. Jordan, Jamie Bell, Jodie Turner-Smith  
 Genres Action  
 Subtitles English [CC], العربية, more...  
 Audio languages English, English [Audio Description], more...

**prime** Included with Prime

Watch now

Read the book that inspired the movie  
 Available in multiple formats.

By ordering or viewing, you agree to our Terms. Sold by Amazon.com Services LLC.

Share Write review Feedback

**Related** Details

You might also like

amazon original TOM CLANCY'S JACK

prime CLEAR AND PRESENT

prime HARRISON FORD

prime

# ATTACHMENT Q

The screenshot displays the Amazon Prime membership page. At the top, the navigation bar includes the Amazon logo, a search bar, and links for English, Account & Lists, Orders, and Cart. Below this, a secondary navigation bar lists various categories: All, Shopper Toolkit, Health & Household, Coupons, Pet Supplies, Amazon Basics, Amazon Home, Beauty & Personal Care, Pharmacy, Home Improvement, Smart Home, Amazon Launchpad, Amazon Business, Groceries, and Gift card upon approval.


The main content area features a header with a user profile icon, the Prime Plan (Monthly \$14.99), the Renewal Date (September 2, 2022), and a Manage Membership link. Below this, a blue banner reads "Hello, [Name] Check out what's included with your Prime membership" with a "See all your Prime benefits" button.

The "Your Prime Exclusive Rewards" section includes "Exclusive deals for Prime members" with a "Shop now" button, a stack of Amazon boxes, and a "See more ways Prime members save" link. Below this is a blue banner for "Deals and promotions for Prime members" with a "Learn more" link.

The "Prime Membership Benefits" section features a carousel with tabs for SHIP, STREAM, SHOP, READ, and MORE. The "SHIP" tab is active, showing "FAST, FREE DELIVERY" with a description: "Fast, FREE delivery on over 100 million items. Super-fast delivery, tens of millions of items, and flexible delivery options to fit your life. Plus, Prime members get FREE One-Day Delivery on tens of millions of items." and a link to "Explore Prime Delivery".

The screenshot displays the Amazon Prime membership management page. At the top, the navigation bar includes the Amazon logo, a search bar, and links for English, Account & Lists, Orders, and Cart. Below this, a secondary navigation bar lists various product categories. The main content area is divided into several sections:

- Prime Plan:** Shows the current plan as "Prime Plan Monthly \$14.99" with a link to "See more plans".
- Renewal Date:** Indicates the next renewal on "September 2, 2022" with a link to "Update your payment method".
- Manage Membership:** Provides options to "Update, cancel and more".
- Membership Sharing:** Offers to "Share your benefits" with a link to "Manage your household".
- Remind me before renewing:** Includes a checkbox to "Send a reminder on August 30, 2021, 3 days before my renewal date".
- End Membership:** Provides a link to "End membership" with a warning that ending the membership will result in losing access to Prime benefits.
- Exclusive deals for Prime members:** Features a section with a "Shop now" button and an illustration of a person carrying boxes.
- Deals and promotions for Prime members:** A blue banner with an illustration of a couple watching TV and a "Learn more" link.
- Prime Membership Benefits:** A section with tabs for "SHIP", "STREAM", "SHOP", "READ", and "MORE". The "SHIP" tab is selected, showing "FAST, FREE DELIVERY" and a description of fast delivery services.

 thank you for being a member with us. Take a look back at your journey with Prime.

You still have 7 days left to enjoy your Prime benefits until the next billing cycle

Your benefit usage PRIME BENEFITS USED: PAST 12 MONTHS | PAST 30 DAYS



0 Packages shipped for free with Prime Delivery. Start shopping today's deals!



0 Movies and TV shows watched with Prime Video. You can start watching videos by [clicking here!](#)



0 Songs listened to with Amazon Music Prime. Start listening now!

Does not include Add-On subscription usage from Amazon Music Unlimited Plan, and Prime Video Rentals or channel subscriptions.

Remind Me Later

Keep my benefits and remind me 3 days before my membership renews

Continue To Cancel



Keep My Benefits

Continue enjoying your delivery benefit, Prime Video and many other benefits.



**save \$40.88 over 12 months by switching to annual payments**

**⚠ Items tied to your Prime membership will be affected if you cancel your membership.**

1. By cancelling, you will no longer be eligible for your unclaimed **Prime exclusive offers**.

### Get all the benefits of Prime for less



We'd like to offer you the chance to enjoy all the benefits of Prime for only \$139/year.

**Switch to annual payments ›**

[Are you a student?](#)

[Have an EBT card/receive government assistance?](#)

By clicking "Switch to annual payments", your default payment method or another available payment method on file will be charged \$139/year plus any applicable taxes. Your Prime membership will continue until cancelled. You will be refunded \$14.99 for your current plan.

Remind Me Later


Keep my benefits and remind me 3 days before my membership renews

Continue to Cancel



Keep My Membership

Continue enjoying your delivery benefit, Prime Video and many other benefits.

 we're sorry to see you go. Please confirm the cancellation of your membership.

You could also consider the following:

**Remind Me Later**

Remind me three days before my membership renews.


Remind Me Later

**Keep My Membership**

You will continue enjoying all the benefits of Prime.  
View everything included in Prime.

Keep My Membership

Pause your Prime membership:

 **Items tied to your Prime membership will be affected if you pause your membership.**

1. By pausing, you will no longer be eligible for your unclaimed **Prime exclusive offers**. [Click here to see your offers.](#)

**Pause on September 02, 2022**

Your benefits access will continue until September 02, 2022. After that date, your billing and benefits will be paused, and you will no longer be charged for your Prime membership. Use the quick-resume function anytime to regain access to your Prime benefits. [Learn More.](#)

Pause on September 02, 2022

Cancel your Prime membership:

 **Items tied to your Prime membership will be affected if you cancel your membership.**

1. By cancelling, you will no longer be eligible for your unclaimed **Prime exclusive offers**.

**End on September 02, 2022**

Your benefits will continue until September 02, 2022, after which your card will not be charged.

End on September 02, 2022

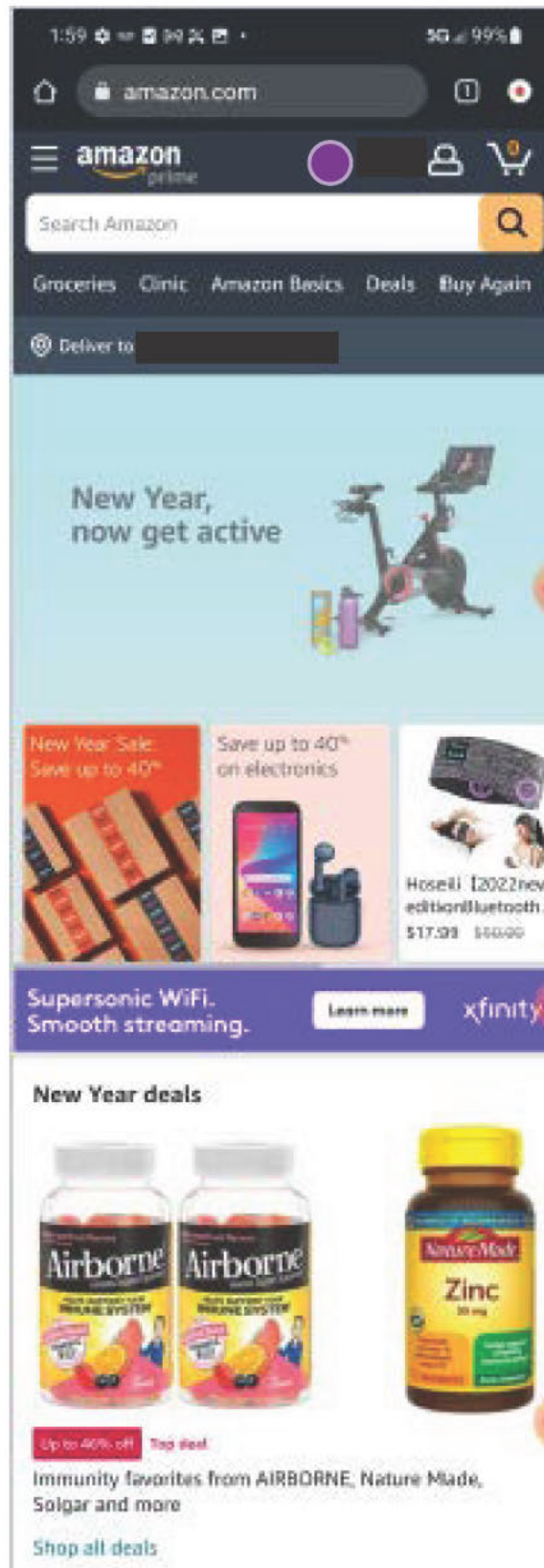
OR

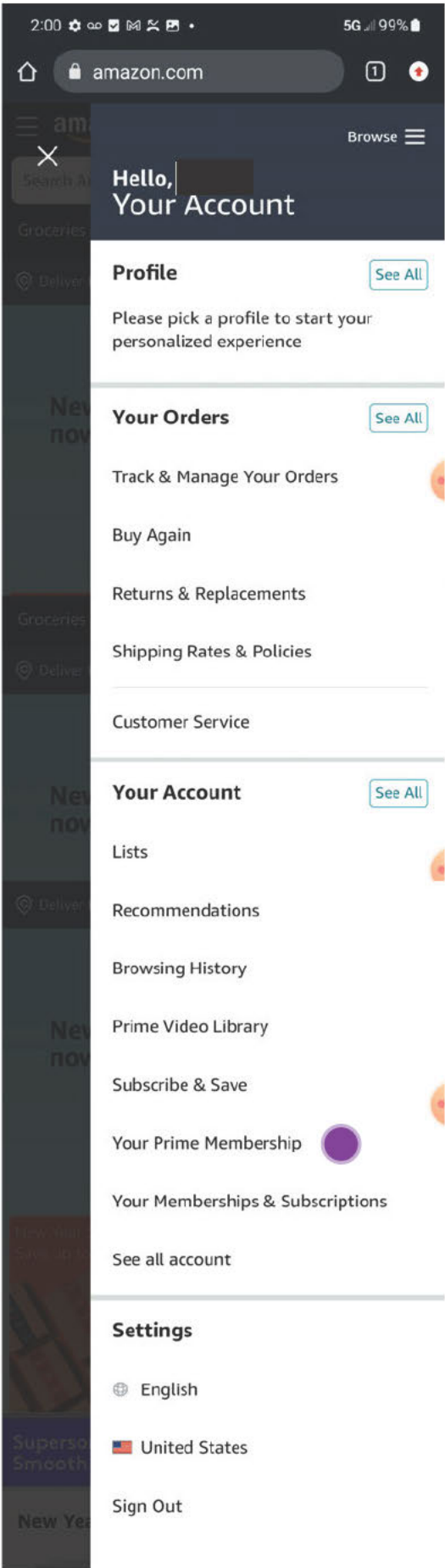
**End Now**

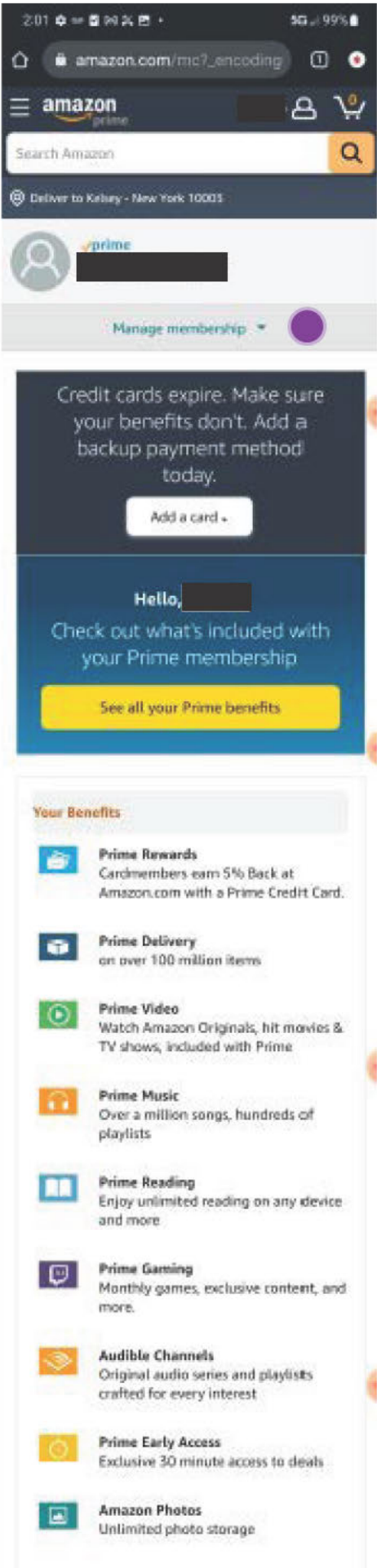
Your benefits will end immediately and you will be refunded \$14.99 for the remaining period of your membership.

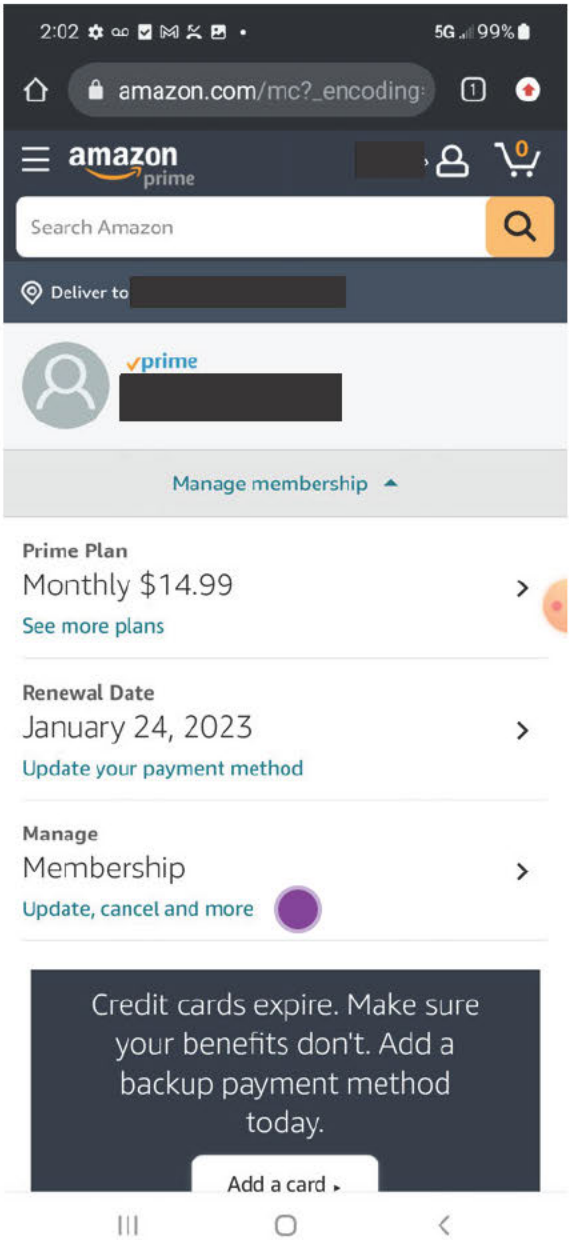
End Now

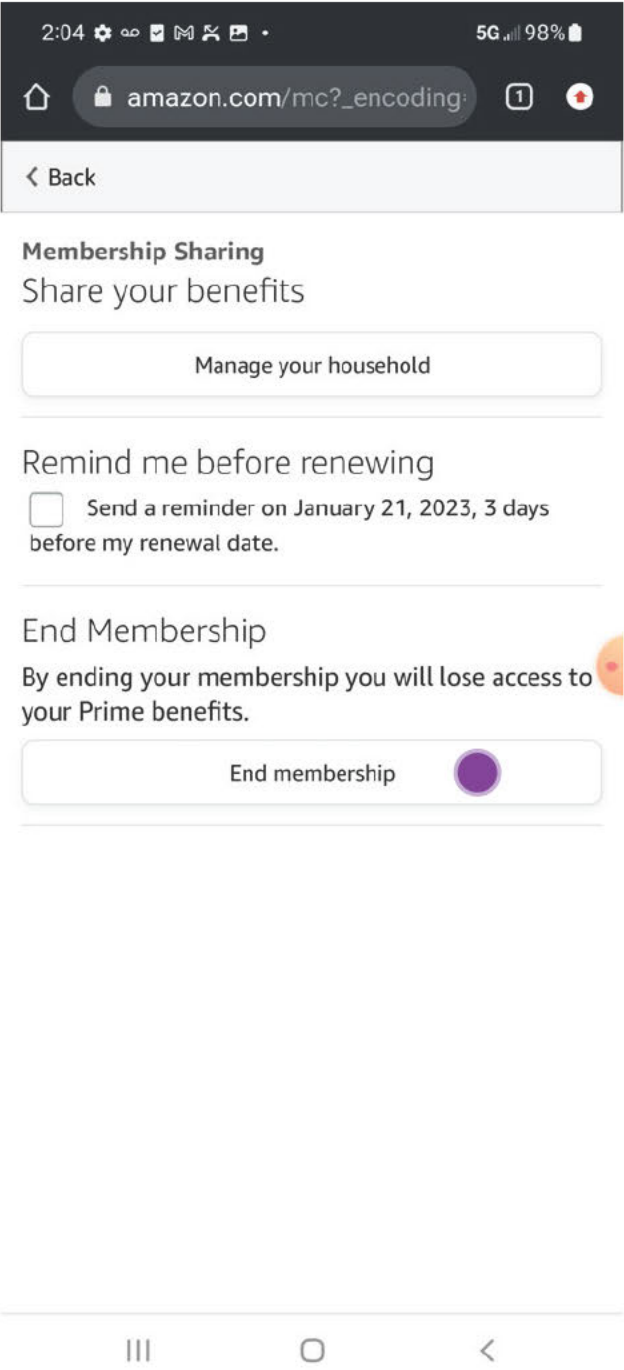
# **ATTACHMENT R**



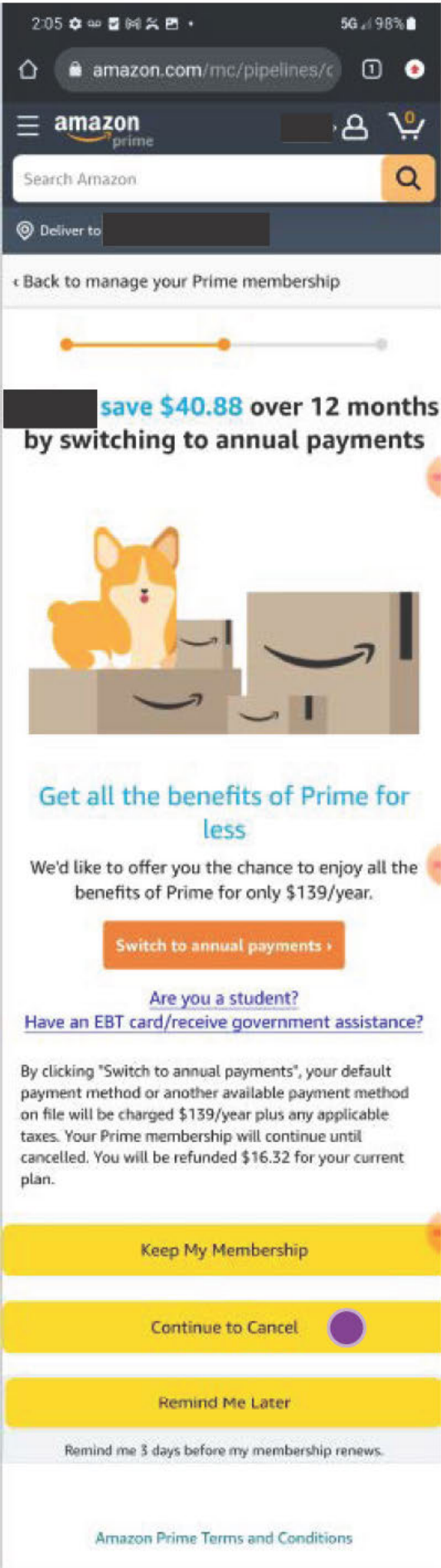


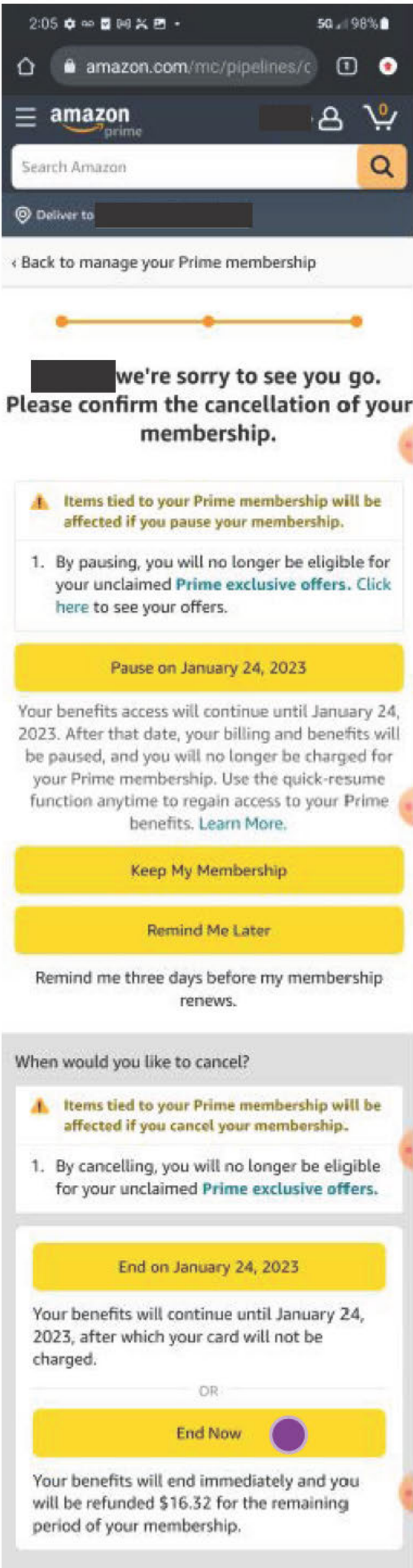


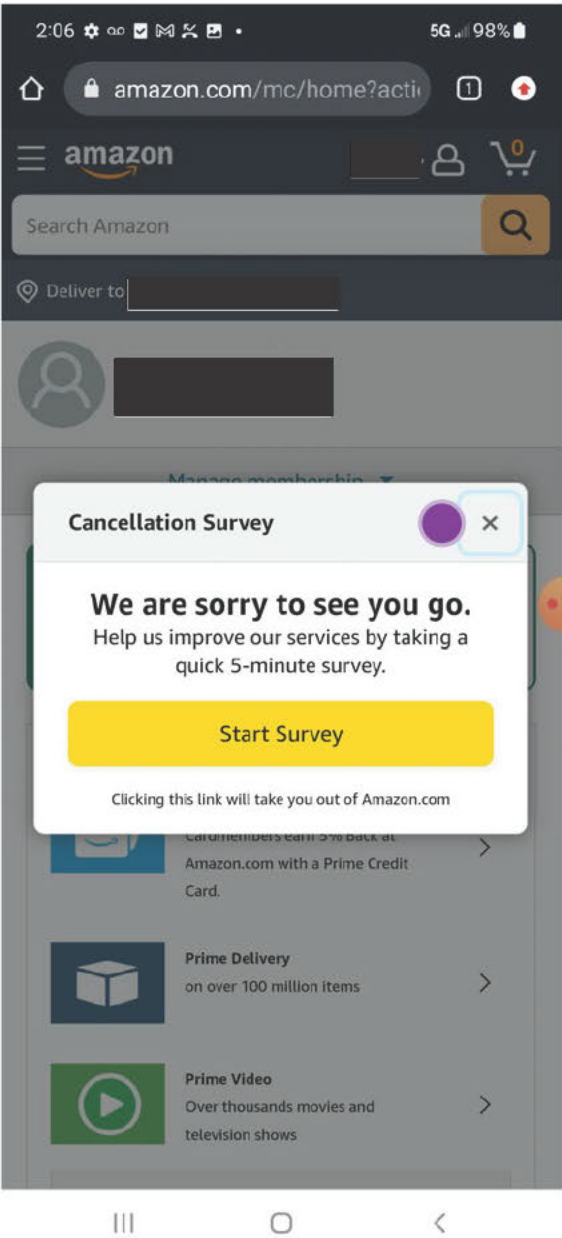


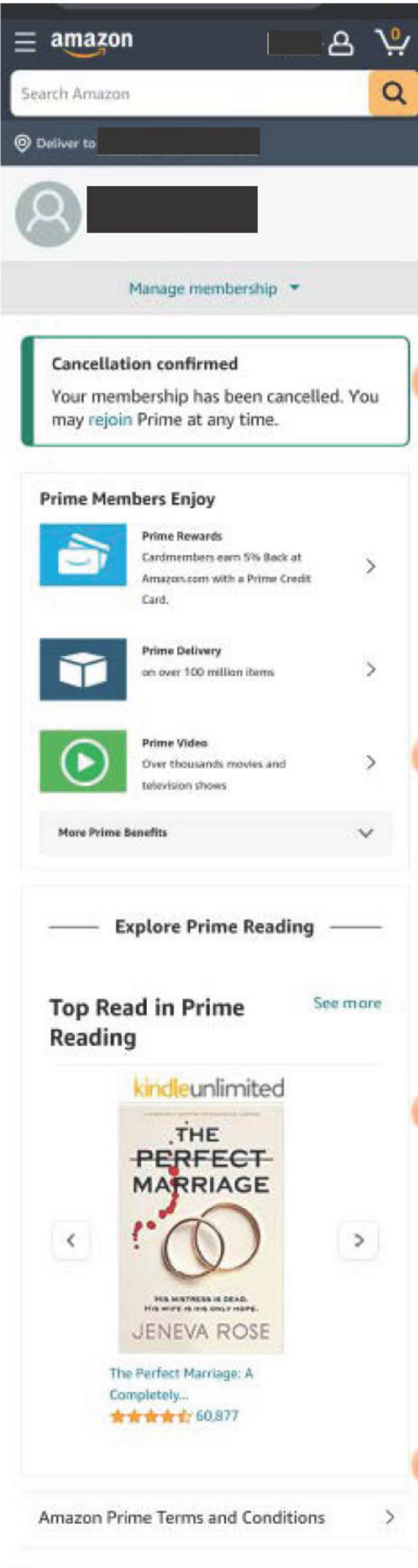




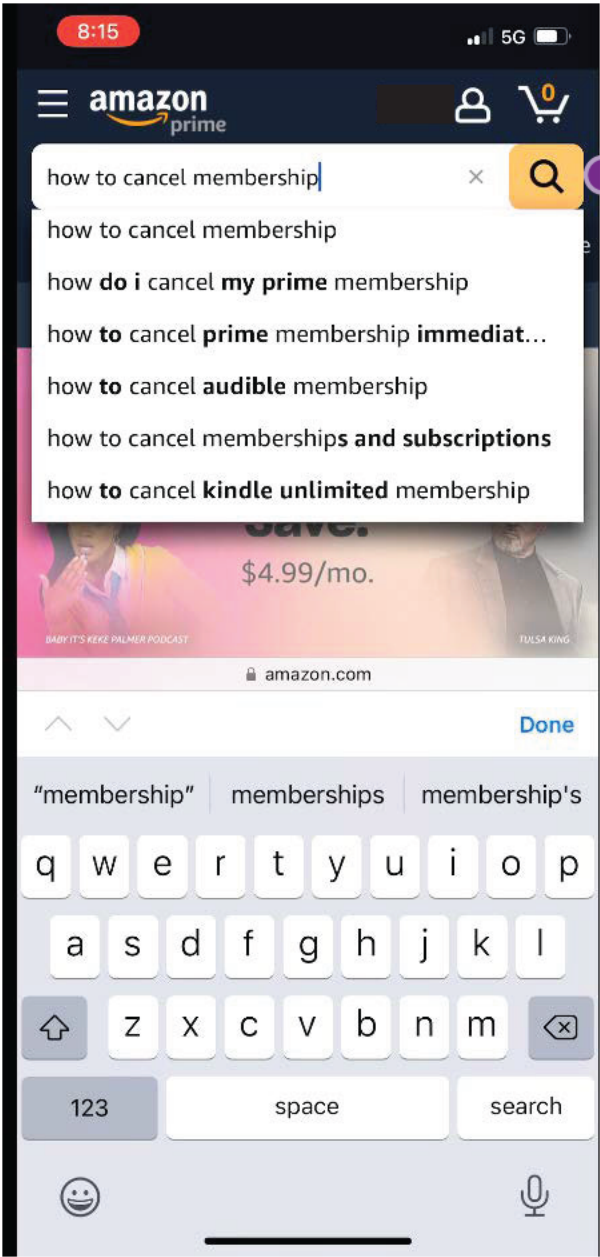


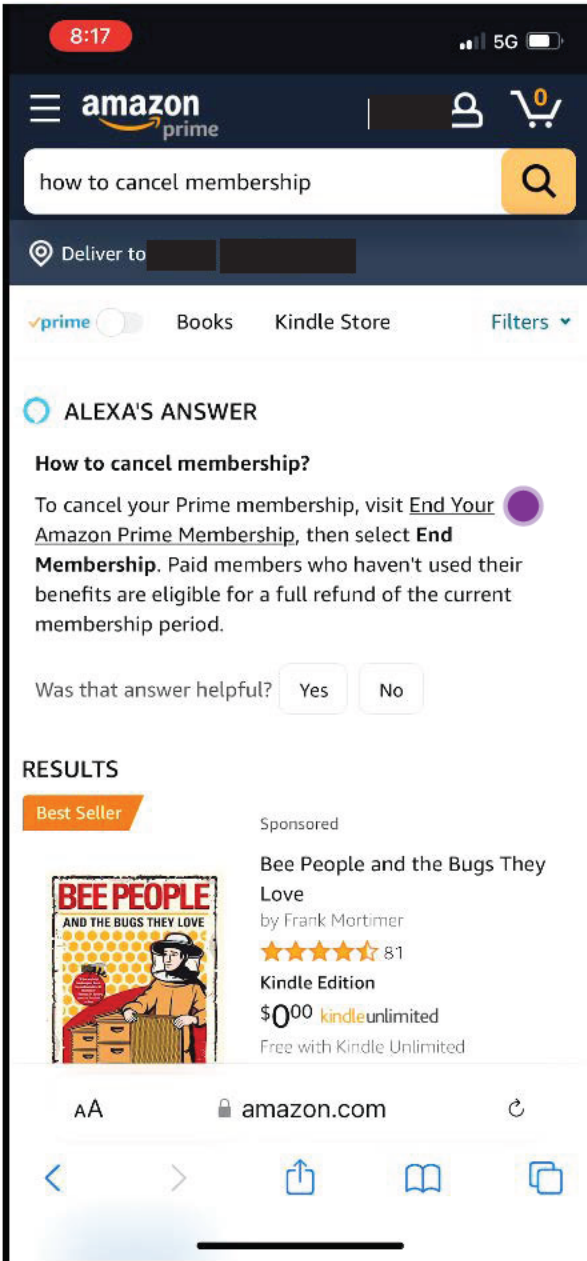


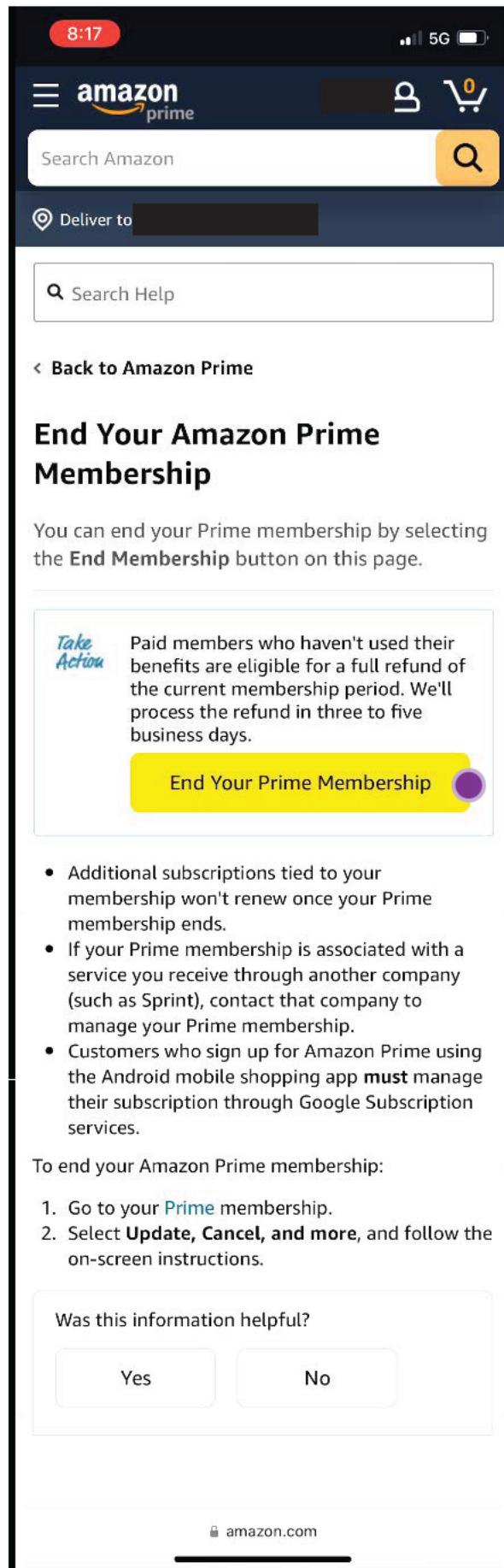


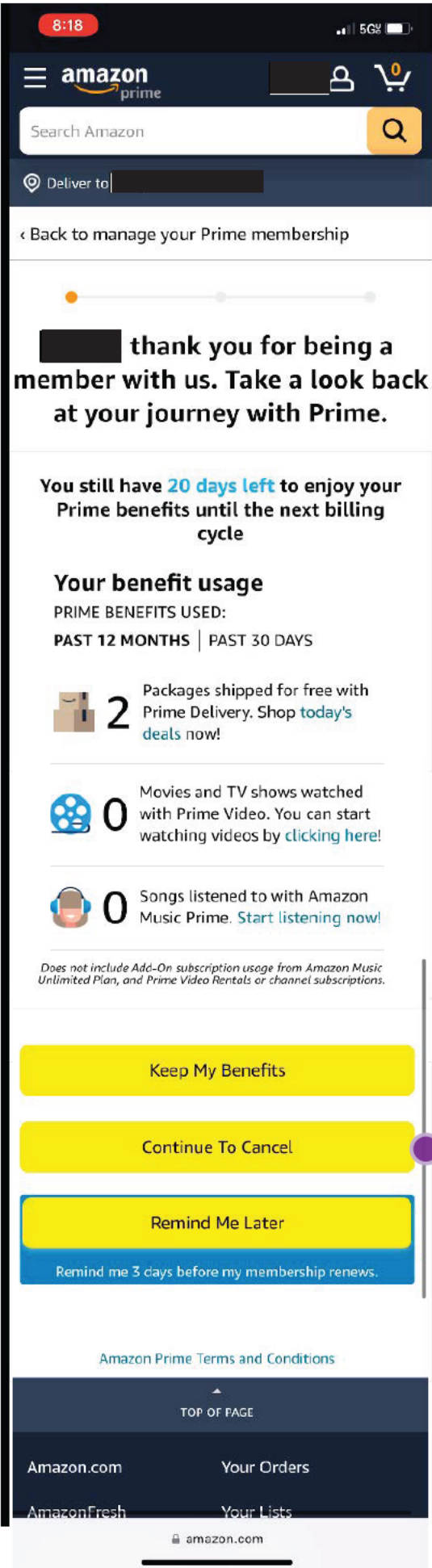


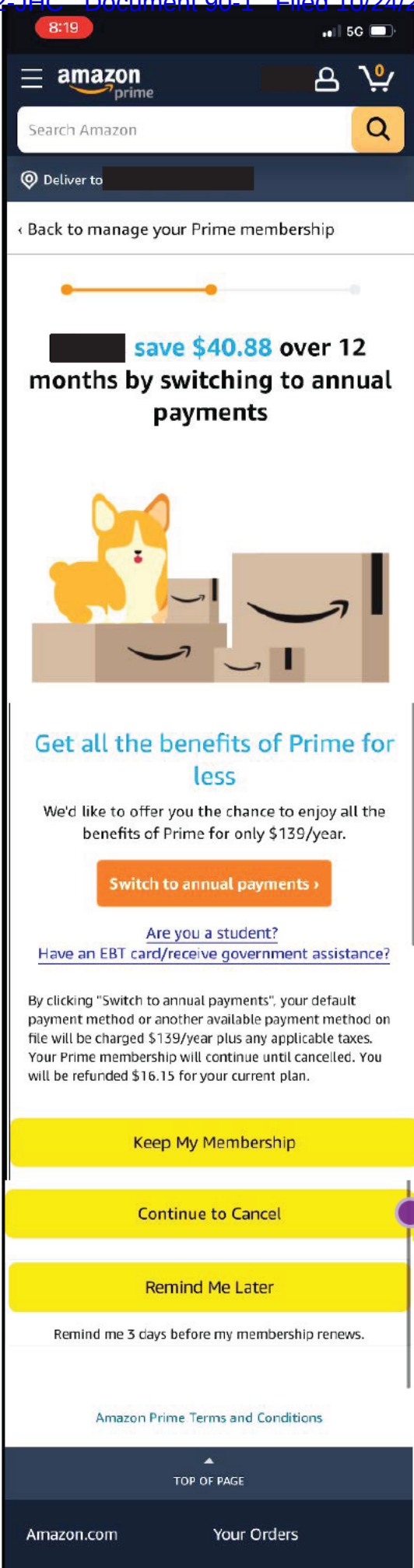
# **ATTACHMENT S**

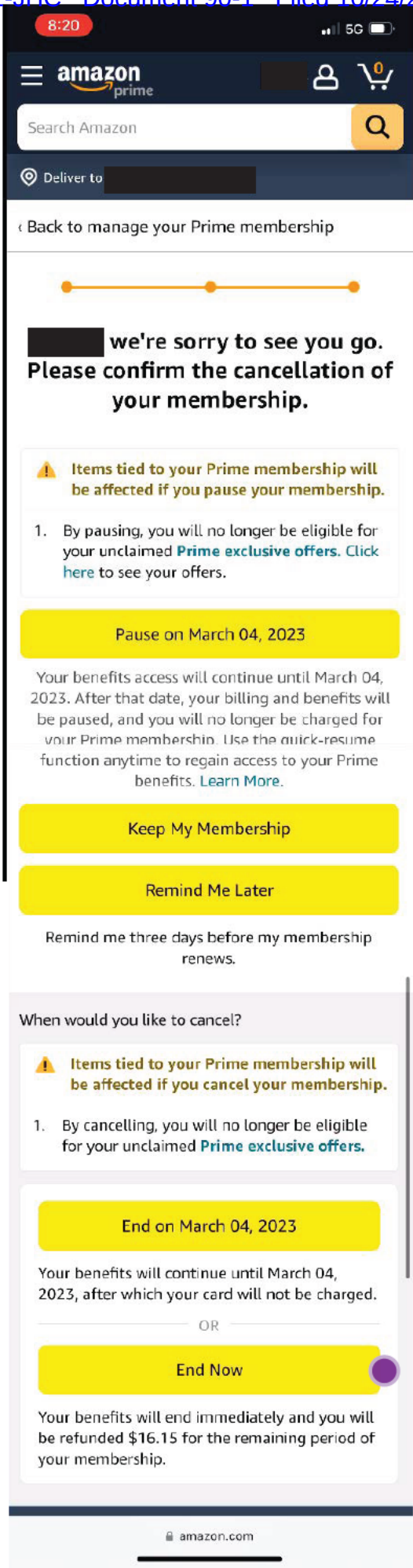




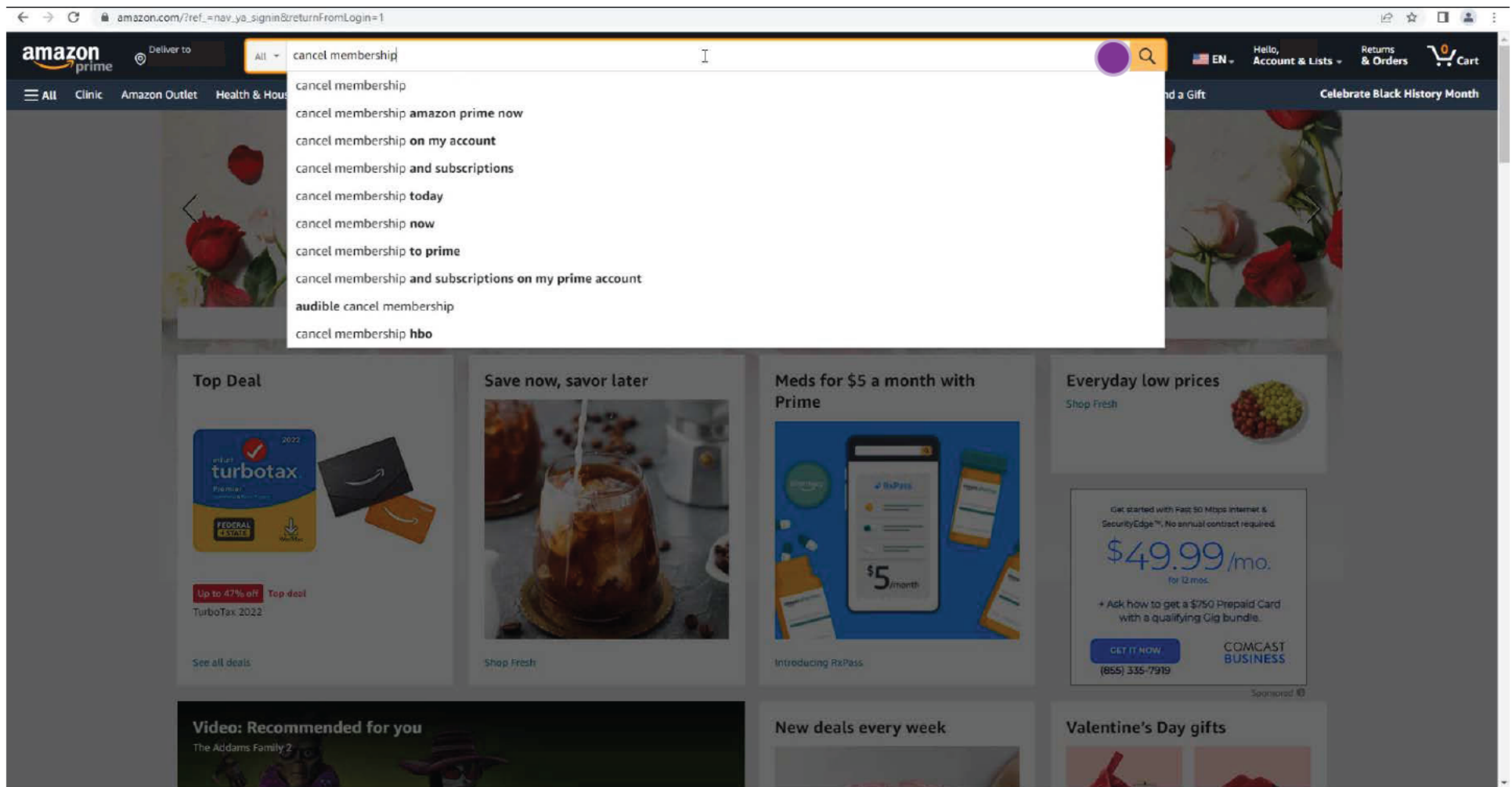








# **ATTACHMENT T**



amazon.com/s?k=cancel+membership&crd=2YHMZYIJKSYNZ&srprefix=cancel+membership%2Caps%2C94&ref=nb\_sb\_noss\_1

amazon prime Deliver to All cancel membership

EN Hello Acc... ts Returns & Orders Cart

ALL Clinic Amazon Outlet Health & Household Amazon Home Unique Finds Coupons Beauty & Personal Care Amazon Basics Pet Supplies Pharmacy Home Improvement Smart Home Find a Gift Celebrate Black History Month

1-16 of 360 results for "cancel membership" Sort by: Featured

**Kindle Unlimited**

☐ kindleunlimited

**Department**

Books

Reference

Computers & Technology

Schools & Teaching

Kindle Store

Reference eBooks

Kindle Short Reads

Computers & Technology

Nonfiction

Schools & Teaching

**Customer Review**

★★★★★ & Up

★★★★★ & Up

★★★★★ & Up

★★★★★ & Up

**New Releases**

Last 90 days

**Book Language**

☐ English

**Accessibility Features**

☐ Screen Reader Supported

**Word Wise**

☐ Word Wise Enabled

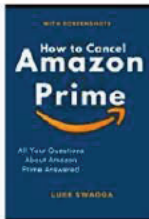
**ALEXA'S ANSWER**

**How to cancel membership?**

To cancel your Prime membership, visit [End Your Amazon Prime Membership](#), then select **End Membership**. Paid members who haven't used their benefits are eligible for a full refund of the current membership period.

Was that answer helpful?

**RESULTS**



**How to Cancel Amazon Prime: All Your Questions About Amazon Prime Answered | Know Your Way Around Amazon Prime with Tips & Tricks to Get the Most Out of Your Prime Membership (With Screenshots)**

by Luke Swagga | Dec 19, 2021

★★★★★ ~ 30

Paperback

\$5.99

prime

FREE delivery Mon, Feb 13


Kindle

\$0.00 kindleunlimited

Free with Kindle Unlimited membership. Join Now

Available instantly

Or \$3.99 to buy



**Cancel Prime Membership Now: How to Cancel my Amazon Prime Membership Immediately. Updated 2023 (How to Guides Book 3)**

Book 3 of 7: How to Guides | by Stewart Scoles | Feb 23, 2022

★★★★★ ~ 4

Kindle Edition

\$0.00 kindleunlimited

Free with Kindle Unlimited membership. Join Now

AT&T fiber

[https://www.amazon.com/gp/help/customer/display.html?ref=srvs\\_aspa\\_gna&pf\\_rd\\_p=608e1868-a20f-4b86-9f1a-a...](https://www.amazon.com/gp/help/customer/display.html?ref=srvs_aspa_gna&pf_rd_p=608e1868-a20f-4b86-9f1a-a...)

amazon.com/gp/help/customer/display.html?ref=sxsts\_aspa\_qna&pf\_rd\_p=6b8e18b8-a20f-4b86-9f1a-a922d85d8f9a&pf\_rd\_r=QFWP85Y7P1KDFWT23KRN&pd\_rd\_wg=lyPH9&pd\_rd\_w=kDp7c&content-id=amzn1.sym.6b8e18b8-a20f-4b86-9f1a-a922d85d8f9a... EN Hello, Account & Lists Returns & Orders Cart

All Clinic Amazon Outlet Health & Household Amazon Home Unique Finds Coupons Beauty & Personal Care Amazon Basics Pet Supplies Pharmacy Home Improvement Smart Home Find a Gift Celebrate Black History Month

## Help & Customer Service

« All Help Topics

Amazon Prime

Amazon Prime Benefits

Amazon Prime

Amazon Prime Membership for the Netherlands at Amazon.nl and Amazon.de

About Prime Day

About Prime Early Access Sale

Sign Up for the Amazon Prime Free Trial

Share Your Amazon Prime Benefits

Pause Your Amazon Prime Membership

**End Your Amazon Prime Membership**

The Amazon Prime Membership Fee

Change Your Prime or Prime Video Monthly Membership

Switch Amazon Prime Membership

Use Buy Now with Amazon Prime

Using a Promotional Code for Amazon Prime

Exchange a Prime Gift Membership

Buy a Prime Gift Membership

Buy Add-on Items

Scan the Amazon Elements

### Find more solutions

Shipping and Delivery › Amazon Prime ›

## End Your Amazon Prime Membership

You can end your Prime membership by selecting the **End Membership** button on this page.

*Take Action*

Paid members who haven't used their benefits are eligible for a full refund of the current membership period. We'll process the refund in three to five business days.

**End Your Prime Membership**

- Additional subscriptions tied to your membership won't renew once your Prime membership ends.
- If your Prime membership is associated with a service you receive through another company (such as Sprint), contact that company to manage your Prime membership.
- Customers who sign up for Amazon Prime using the Android mobile shopping app **must** manage their subscription through Google Subscription services.

To end your Amazon Prime membership:

- Go to your [Prime membership](#).
- Select **Update, Cancel, and more**, and follow the on-screen instructions.

Was this information helpful?

Yes No

amazon.com/mc/pipelines/cancellation/

amazon prime

Search Amazon

EN Hello, Account & Lists Returns & Orders Cart

All Clinic Amazon Outlet Health & Household Amazon Home Unique Finds Coupons Beauty & Personal Care Amazon Basics Pet Supplies Pharmacy Home Improvement Smart Home Find a Gift Celebrate Black History Month

Your Account > Manage Your Prime Membership > [Edit Membership](#)

██████, thank you for being a member with us. Take a look back at your journey with Prime.

You still have **18 days left** to enjoy your Prime benefits until the next billing cycle

Your benefit usage PRIME BENEFITS USED: PAST 12 MONTHS | PAST 30 DAYS

0 Packages shipped for free with Prime Delivery. Start shopping today's deals!

0 Movies and TV shows watched with Prime Video. You can start watching videos by clicking here!

0 Songs listened to with Amazon Music Prime. Start listening now!

Does not include Add-On subscription usage from Amazon Music Unlimited Plan, and Prime Video Rentals or channel subscriptions.

Remind Me Later  
Remind me 3 days before my membership renews.

Continue To Cancel

Keep My Benefits  
Continue enjoying your delivery benefit, Prime Video and many other benefits.

[Amazon Prime Terms and Conditions](#)

[Back to top](#)


amazon.com/mc/pipelines/cancellation?ref\_=pcen\_ccn\_mkt\_con\_cn\_btn&pid=cancellation&ep=alternative\_offer%2Calternative\_marketing%2Ccancellation&cp=alternative\_marketing&ms3\_c=fd8019f39dd132eb212fdd33cee3bdc

Your Account > Manage Your Prime Membership > Edit Membership

**save \$40.88 over 12 months by switching to annual payments**

**Get all the benefits of Prime for less**

We'd like to offer you the chance to enjoy all the benefits of Prime for only \$139/year.



[Switch to annual payments](#)

[Are you a student?](#)  
[Have an EBT card/receive government assistance?](#)

By clicking "Switch to annual payments", your default payment method or another available payment method on file will be charged \$139/year plus any applicable taxes. Your Prime membership will continue until cancelled. You will be refunded \$16.31 for your current plan.

[Remind Me Later](#)  
Remind me 5 days before my membership renews.

[Continue to Cancel](#)

[Keep My Membership](#)

[Continue enjoying your delivery benefit, Prime Video and many other benefits.](#)

[Amazon Prime Terms and Conditions](#)

[Back to top](#)

<b>Get to Know Us</b> <a href="#">Careers</a>	<b>Make Money with Us</b> <a href="#">Sell products on Amazon</a> <a href="#">Sell apps on Amazon</a>	<b>Amazon Payment Products</b> <a href="#">Amazon Rewards Visa Signature Cards</a> <a href="#">Amazon Store Card</a>	<b>Let Us Help You</b> <a href="#">Amazon and COVID-19</a> <a href="#">Your Account</a>
--	---	--	---

Waiting for cache...

amazon.com/mc/pipelines/cancellation?ref\_=pcen\_cn\_of\_con\_cn\_bin&id=cancellation&ep=alternative\_offer%2Calternative\_marketing%2Ccancellation&ip=alternative\_marketing&cp=alternative\_offer&ums3\_c=d54a8d0c11023d20060b0b9d34acab

amazon prime

Search Amazon

EN Hello, Account & Lists Returns & Orders Cart

All Clinic Amazon Outlet Health & Household Amazon Home Unique Finds Coupons Beauty & Personal Care Amazon Basics Pet Supplies Pharmacy Home Improvement Smart Home Find a Gift Celebrate Black History Month

Your Account > Manage Your Prime Membership > Edit Membership

**we're sorry to see you go. Please confirm the cancellation of your membership.**

You could also consider the following:

**Remind Me Later**  
Remind me three days before my membership renews.

**Keep My Membership**  
You will continue enjoying all the benefits of Prime. View everything included in Prime.

**Pause your Prime membership:**

**Items tied to your Prime membership will be affected if you pause your membership.**

1. By pausing, you will no longer be eligible for your unclaimed **Prime exclusive offers**. Click here to see your offers.

**Pause on March 02, 2023**  
Your benefits access will continue until March 02, 2023. After that date, your billing and benefits will be paused, and you will no longer be charged for your Prime membership. Use the quick-resume function anytime to regain access to your Prime benefits. [Learn More](#).

**Cancel your Prime membership:**

**Items tied to your Prime membership will be affected if you cancel your membership.**

1. By cancelling, you will no longer be eligible for your unclaimed **Prime exclusive offers**.

**Pause on March 02, 2023**  
Your benefits access will continue until March 02, 2023. After that date, your billing and benefits will be paused, and you will no longer be charged for your Prime membership. Use the quick-resume function anytime to regain access to your Prime benefits. [Learn More](#).

**Cancel your Prime membership:**

**Items tied to your Prime membership will be affected if you cancel your membership.**

1. By cancelling, you will no longer be eligible for your unclaimed **Prime exclusive offers**.

**End on March 02, 2023**  
Your benefits will continue until March 02, 2023, after which your card will not be charged.

OR

**End Now**  
Your benefits will end immediately and you will be refunded \$16.31 for the remaining period of your membership.

[Amazon Prime Terms and Conditions](#)

[Back to top](#)

**Get to Know Us**  
Careers  
Amazon Newsletter  
About Amazon  
Accessibility  
Sustainability  
Press Center

**Make Money with Us**  
Sell products on Amazon  
Sell apps on Amazon  
Supply to Amazon  
Protect & Build Your Brand  
Become an Affiliate  
Become a Delivery Driver

**Amazon Payment Products**  
Amazon Rewards Visa Signature Cards  
Amazon Store Card  
Amazon Secured Card  
Amazon Business Card  
Shop with Points  
Credit Card Marketplace

**Let Us Help You**  
Amazon and COVID-19  
Your Account  
Your Orders  
Shipping Rates & Policies  
Amazon Prime  
Returns &

amazon.com/mc/home?actionSuccess=true&actionTaken=Cancellation

amazon Deliver to All Search Amazon

EN Hello Account & Lists Returns & Orders Cart

All Clinic Health & Household Amazon Home Unique Finds Coupons Beauty & Personal Care Amazon Basics Pet Supplies Pharmacy Home Improvement Smart Home Find a Gift Amazon Business Buy Again Celebrate Black History Month

Profile icon Last Payment February 2, 2023 View all payment receipts

**✓ Cancellation confirmed**  
Your membership has been cancelled. You may rejoin Prime at any time.

**Prime movies and shows you may like** See more

**SHOTGUN WEDDING** NEW MOVIE  
+ Add to Watchlist

**THE SECRET DART TO DREAM**  
+ Add to Watchlist

**MEMORY**  
+ Add to Watchlist

**ETHAN HAWKE BLACK PHONE**  
+ Add to Watchlist

**Cancellation Survey** x

**We are sorry to see you go.**  
Help us improve our services by taking a quick 5-minute survey.  
[Start Survey](#)

Clicking this link will take you out of Amazon.com

**Important Message**  
You are currently not a member of Amazon Prime. Click here to sign up.

**Prime Members Enjoy**

**Prime Rewards**  
Card members earn 5% Back at Amazon.com with a Prime Credit Card. Learn More

**Prime Delivery**

amazon.com/mc/home?actionSuccess=true&actionTaken=Cancellation

amazon

All Search Amazon

EN Hello, Account Lists Returns & Orders Cart

All Clinic Health & Household Amazon Home Unique Finds Coupons Beauty & Personal Care Amazon Basics Pet Supplies Pharmacy Home Improvement Smart Home Find a Gift Amazon Business Buy Again Celebrate Black History Month

Profile icon

Last Payment  
February 2, 2023  
View all payment receipts

**Cancellation confirmed**  
Your membership has been cancelled. You may [rejoin Prime](#) at any time.

**Prime movies and shows you may like** [See more](#)

AMAZON ORIGINAL  
**SHOTGUN WEDDING**  
NEW MOVIE  
+ Add to Watchlist

THE SECRET  
DAKE TO DREAM  
+ Add to Watchlist


JURASSIC WORLD  
ANIMATION  
+ Add to Watchlist

MEMORY  
+ Add to Watchlist

ETHAN HAWKE  
**BLACK PHONE**  
+ Add to Watchlist

**Important Message**  
You are currently not a member of Amazon Prime. [Click here to sign up.](#)

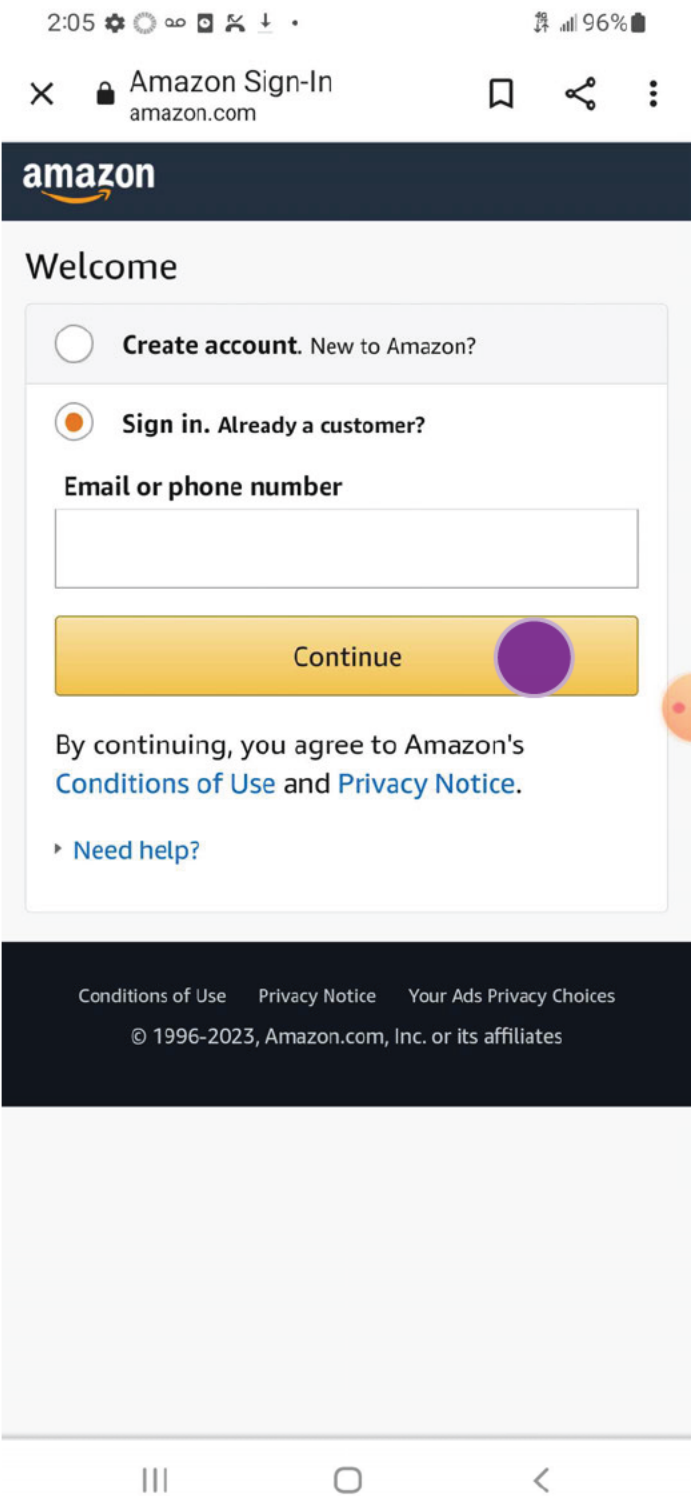
**Prime Members Enjoy**

 **Prime Rewards**  
Card members earn 5% Back at Amazon.com with a Prime Credit Card. [Learn More](#)

**Prime Delivery**

# **ATTACHMENT U**





2:07

5G 96%

Amazon.com Sign up f...  
amazon.com

prime

Select a payment method

☒

Always use your Amazon Gift Card balance when available  
Current gift card balance: \$0.00

^

Add a credit or debit card

Enter your card information

☐

Use name on account

Name on card

Card number









Expiration date

01



2023



Add your card




2:10



5G


 96%

 Amazon.com Sign up f...  
amazon.com



Select a payment method

☒ Always use your Amazon Gift Card balance when available  
Current gift card balance: \$0.00

☐


Add a payment method >

Gift Cards, Vouchers & Promotional Codes

Enter Code




Apply

Continue



[Conditions of Use](#) [Privacy Notice](#) [Send Us Feedback](#) [Help](#)

© 1996-2023, Amazon.com, Inc. or its affiliates




2:10

5G

96%

Amazon.com Sign up f...amazon.com



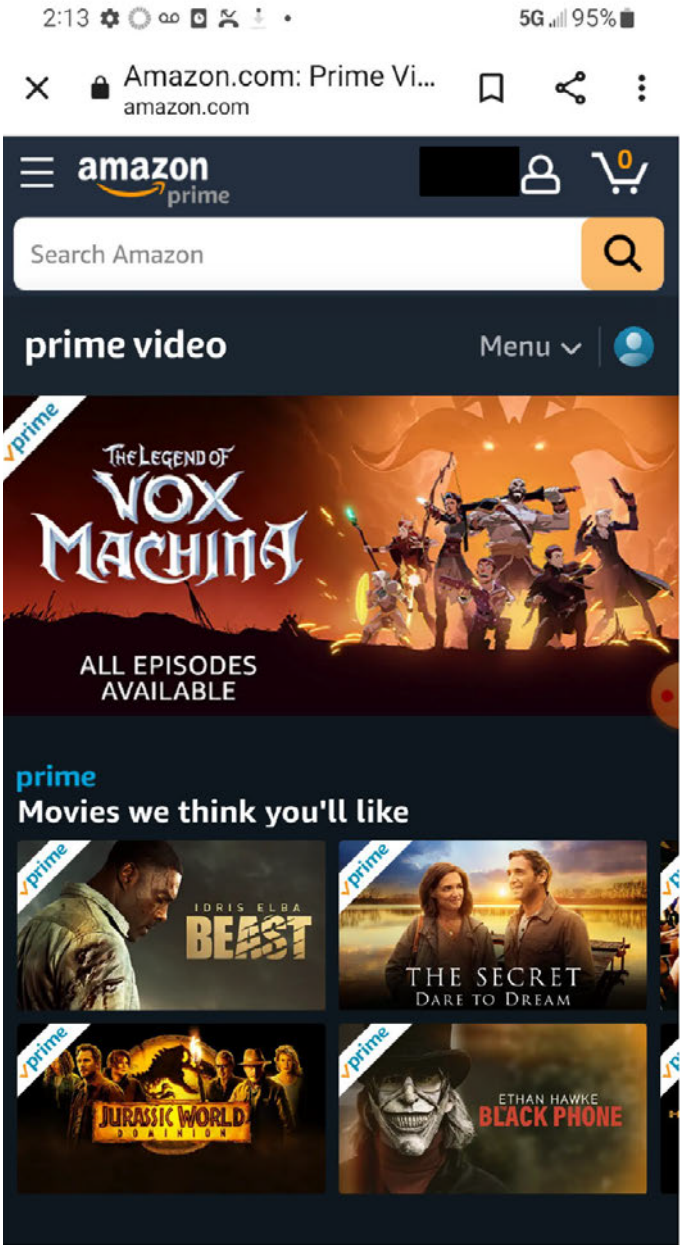
Confirm your details

Plan	<div>Prime</div> <div>Enjoy unlimited streaming of thousands of movies and TV shows plus FREE Two-Day Delivery on millions of items. (\$14.99/month after trial)</div> <div></div>
Email	<div></div>
Payment method	<div></div> <div>Gift Card (Gift card balance will be used when available)</div> <div></div>
Billing address	<div></div> <div></div>

By signing up, you acknowledge that you have read and agree to the Amazon Prime [Terms and Conditions](#) and authorize us to charge your preferred card or another available credit card on file after your 30-day free trial. **Your Prime membership continues until cancelled. If you don't want to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.**

Start your free trial.

Change or cancel plan anytime  
Pay later



# **ATTACHMENT V**

amazon.com/gp/video/detail/B080FVVV8/ref=atv\_hm\_hom\_1\_c\_2nhFDF\_brrvs\_2\_3

amazon Prime Video Search Amazon

Home Store Channels Categories My Stuff Deals

# Them

Season 1 ★★★★★ (5,388) 7.4 2021 [Buy] [Rent] [TV-14]

THEM is a limited anthology series that explores terror in America. The first season, 1950s-set COVENANT centers around a Black family who move from North Carolina to an all-white Los Angeles neighborhood during the period known as The Great Migration. The family's idyllic home becomes ground zero where malevolent forces, next door and otherworldly, threaten to taunt, ravage and...

Starring Deborah Ayorinde, Ashley Thomas, Alison Pill  
 Genres Suspense, Horror, Drama  
 Subtitles English [CC], العربية, more...  
 Audio languages English, English [Audio Description], more...

prime Watch for \$0.00 with Prime

Watch with Prime Start your 30-day free trial

By entering or viewing, you agree

NEW Create a Watch Party to watch and chat with others.

Share Write review Feedback

Episodes Extras Related Details

Episodes (10) Sort by

	<b>1. DAY 1</b> Welcome to Compton.	April 8, 2021 50min [TV-14] Subtitles Audio languages
	<b>2. DAY 3</b> Henry goes to work. Ruby goes to school. Lucky and Gracie go to the hardware store. Lucky bakes a pie.	April 8, 2021 56min [TV-14] Subtitles Audio languages
	<b>3. DAY 4</b> Henry surprises the girls. Lucky goes to Hazel's. Betty makes an impression. Lucky takes the bus.	April 8, 2021 41min [TV-14] Subtitles Audio languages
	<b>4. DAY 6</b> Lucky visits Helen. Henry gets good news. Ruby and Doris share a secret. Lucky meets Ella Mae.	April 8, 2021 45min [TV-14] Subtitles Audio languages
	<b>5. COVENANT I.</b> Helen goes to work. The Emorys leave North Carolina.	April 8, 2021 34min [TV-14] Subtitles Audio languages
	<b>6. DAY 7: MORNING</b> Lucky does Gracie's hair. Henry has a beer with a new friend. Ruby tries out. Betty phones a friend.	April 8, 2021 40min [TV-14] Subtitles Audio languages
	<b>7. DAY 7: NIGHT</b> Henry goes for a walk. Betty visits George. Hazel visits Lucky. Henry makes a discovery.	April 8, 2021 41min [TV-14] Subtitles Audio languages
	<b>8. DAY 9</b>	April 8, 2021

amazon

Sign in

Email or mobile phone number

Continue

By continuing, you agree to Amazon's [Conditions of Use](#) and [Privacy Notice](#).


▸ [Need help?](#)

New to Amazon?

Create your Amazon account

[Conditions of Use](#) [Privacy Notice](#) [Help](#)

© 1996-2023, Amazon.com, Inc. or its affiliates



### Create account


Your name

Mobile number or email

Password

Passwords must be at least 6 characters.

Re-enter password

Verify email

By creating an account, you agree to Amazon's [Conditions of Use](#) and [Privacy Notice](#).


Already have an account? [Sign in](#)

Buying for work? [Create a free business account](#)


[Conditions of Use](#)

[Privacy Notice](#)

[Help](#)




Watch now, cancel anytime  
Start your 30-day free trial



Select a payment method

Your available balance

☒




Always use your Amazon Gift Card balance when available  
Current gift card balance: \$0.00

Add a Payment Method

Credit or debit cards

Amazon accepts major credit and debit cards.

^ Add a credit or debit card



Enter your card information:









Name on card

Card number

Expiration date

01 ▼2023 ▼


Add your card



Amazon Store Card


Access to exclusive financing offers. No annual fee. Zero fraud liability.

[Learn more](#)



Gift Cards, Vouchers & Promotional Codes

^ Enter a gift card, voucher or promotional code



Continue

Conditions of Use


Privacy Notice

Send Us Feedback

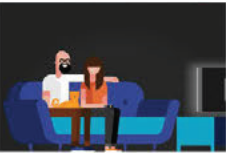
Help

© 1996-2023, Amazon.com, Inc. or its affiliates

| 4




Watch now, cancel anytime  
Start your 30-day free trial



Select a payment method

Your credit and debit cards




name on card

Expires on

Your available balance

☒


 Always use your Amazon Gift Card balance when available  
Current gift card balance: \$0.00

More payment options

Credit or debit cards

Amazon accepts major credit and debit cards...


▼ Add a credit or debit card



Amazon Store Card


Access to exclusive financing offers. No annual fee. Zero fraud liability.

[Learn more](#)




Gift Cards, Vouchers & Promotional Codes

▼ Enter a gift card, voucher or promotional code



Continue



[Conditions of Use](#)


[Privacy Notice](#)

[Send Us Feedback](#)


[Help](#)

© 1996-2023, Amazon.com, Inc. or its affiliates

15



Watch now, cancel anytime  
Start your 30-day free trial



Confirm your details

Plan	Prime Enjoy unlimited streaming of thousands of movies and TV shows plus FREE Two-Day Delivery on millions of items. (\$14.99/month after trial)	Change
Email	[REDACTED]	
Payment method	[REDACTED] Gift Card (Gift card balance will be used when available)	Change
Billing address	[REDACTED]	Change

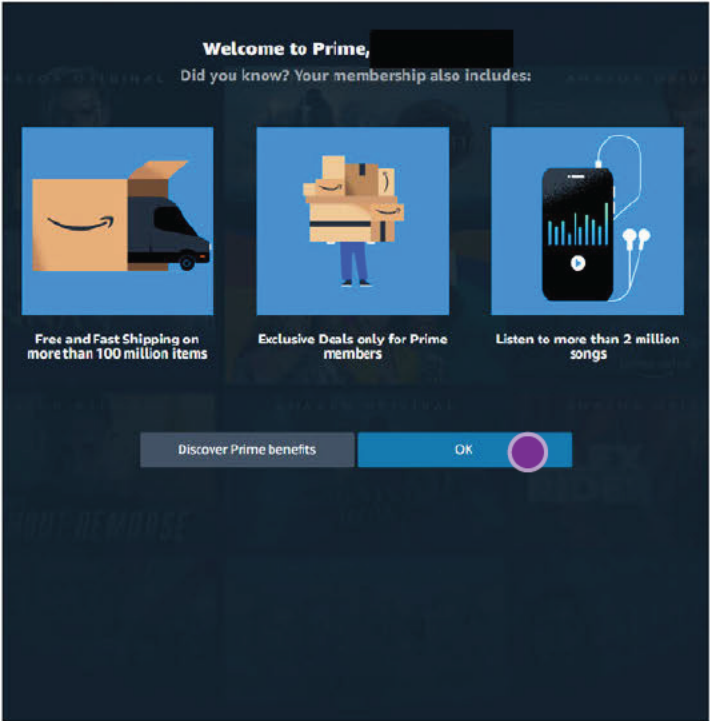
By signing up, you acknowledge that you have read and agree to the Amazon Prime Terms and Conditions and authorize us to charge your preferred card or another available credit card on file after your 30-day free trial. Your Prime membership continues until cancelled. If you don't want to continue for \$14.99/month plus any applicable taxes, you may cancel anytime by visiting Your Account and adjusting your membership settings.

Start your free trial.

Change or cancel plan anytime  
Pay later

[Conditions of Use](#) [Privacy Notice](#) [Send Us Feedback](#) [Help](#)

© 1996-2023, Amazon.com, Inc. or its affiliates



prime video

[Conditions of Use](#) [Privacy Notice](#) [Send Us Feedback](#) [Help](#)  
© 1996-2023, Amazon.com, Inc. or its affiliates

amazon.com/gp/video/storefront/ref=atv\_pc\_sw\_s2filterId=OFFR\_FILTER%3DPRIME

amazon prime Search Amazon

prime video Home Free to me Store Channels Categories My Stuff Deals

WHO'S WATCHING?

### Shotgun Wedding

Darcy (Jennifer Lopez) and Tom (Josh Duhamel) gather their families for the ultimate destination wedding but when the entire party is taken hostage, "Til Death Do Us Part" takes on a whole new meaning in this hilarious, adrenaline-fueled adventure as Darcy and Tom must save their loved ones...

Watch now + Watchlist Details

#### prime Movies we think you'll like

#### prime Amazon Originals and Exclusives

#### prime Top 10 in the US

### Clarkson's Farm – Season 2

Unscripted, Comedy, Documentary [TV-14]

Play \$2 E1 + i

1 2 3 4 5 6 7

#### prime Kids and family TV

#### prime TV shows we think you'll like

#### prime Top-rated movies

#### prime Recently added movies